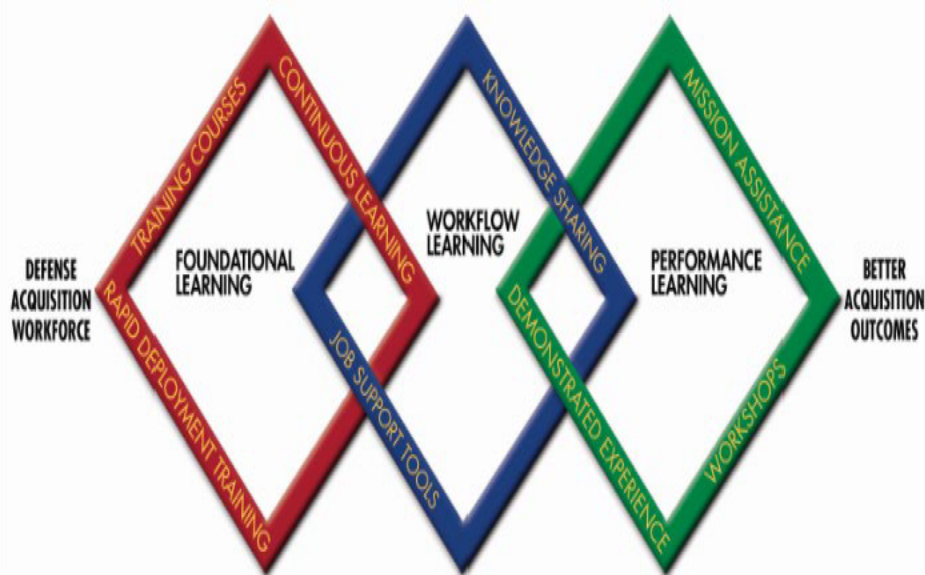


ORDER FOR SUPPLIES AND SERVICES				IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 06/02/2017		2. ORDER NUMBER GSQ0317DS0036		3. CONTRACT NUMBER GS00Q09BGD0025		4. ACT NUMBER A21294264	
<b>FOR GOVERNMENT USE ONLY</b>	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285F	ORG CODE Q03FA000	B/A CODE AA20	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AF151	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT	AI	LC	DISCOUNT	
7. TO: CONTRACTOR (Name, address and zip code) Sharlene Dyer CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. 000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER 473093524		9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.			
10A. CLASSIFICATION Contracts and Grants				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and telephone no.) GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		12. REMITTANCE ADDRESS (MANDATORY) CSRA LLC P.O. Box 419161 Boston, MA 02241-9150 United States		13. SHIP TO (Consignee address, zip code and telephone no.) Kathy L Spainhower 9820 Belvoir Road Defense Acquisition University Fort Belvoir, VA 22060-5565 United States (703) 845-6725			
14. PLACE OF INSPECTION AND ACCEPTANCE Kathy L Spainhower 9820 Belvoir Road Defense Acquisition University Fort Belvoir, VA 22060-5565 United States		15. REQUISITION OFFICE (Name, symbol and telephone no.) Carol Carpenter GSA Region 3 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (301) 737-2493					
16. F.O.B. POINT Destination		17. GOVERNMENT B/L NO.		18. DELIVERY F.O.B. POINT ON OR BEFORE 06/04/2018		19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS	
20. SCHEDULE							
A. Task Order GSQ0317DS0036 is awarded to support the Defense Acquisition University's Workflow Learning Asset Development and System Support requirement (WLADSS). This is a hybrid Time and Material (T&M) / Firm-Fixed Price (FFP) task order.							
B. The Base period of performance begins on June 5, 2017 and ends on June 4, 2018. Task 5.13 (Transition-In) is hereby shortened from 30 days to 2 weeks, to begin June 5, 2017 and end June 18, 2017, within the base period.							
C. This task order incorporates the Performance Work Statement under ITSS Order ID03160038 and accepts the proposal submitted by CSRA dated 04/05/2017.							
D. The total task order ceiling value is (b) (4), if all optional CLINs and all optional performance periods are exercised (OY1 through OY4).							
E. Incremental funding in the amount of (b) (4) is applied for performance in the Base Period, as follows: (b) (4) in FFP labor; (b) (4) in T&M labor (Mandatory and Surge Expansion); (b) (4) in Optional tasks; (b) (4) in Travel; and (b) (4) for Alliant CAF.							
F. In accordance with FAR 52.232-22 Limitation of Funds, the Contractor shall not exceed the currently funded amount without prior written authorization from the GSA Contracting Officer via formal task order modification.							
ITEM NO.	SUPPLIES OR SERVICES			QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT
(A)	(B)			(C)	(D)	(E)	(F)
(b) (4)							

21. RECEIVING OFFICE (Name, symbol and telephone no.) DEFENSE ACQUISITION UNIVERSITY, (703) 845-6725		<b>TOTAL From 300-A(s)</b>	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	<b>GRAND TOTAL</b>	(b) (4)
24. MAIL INVOICE TO: (Include zip code)  General Services Administration (FUND) The contractor shall follow these <a href="#">Invoice Submission Instructions</a> . The contractor shall submit invoices electronically by logging into the ASSIST portal ( <a href="https://portal.fas.gsa.gov">https://portal.fas.gsa.gov</a> ), navigating to the appropriate order, and creating the invoice for that order. For additional assistance contact the ASSIST Helpdesk at 877-472-4877. Do NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER (Type) Christine Chaapel	26B. TELEPHONE NO. (215) 446-5857	
	26C. SIGNATURE Christine Chaapel 06/02/2017		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV. 2-93)	



Current Connected Innovative

## **PERFORMANCE WORK STATEMENT FOR WORKFLOW LEARNING ASSET DEVELOPMENT AND SYSTEMS SUPPORT (WLADSS)**

in support of

Department of Defense  
Defense Acquisition University  
Ft. Belvoir, VA 22060

*DAU Program Lead:  
Workflow Learning Directorate*

### **DAU MISSION**

Provide a global learning environment to develop qualified acquisition, requirements, and contingency professionals who deliver and sustain effective and affordable warfighting capabilities

### **DAU VISION**

Enable the Defense Acquisition Workforce to achieve better acquisition outcomes

## 1.0 Introduction

The Defense Acquisition University (DAU) is structured into an Acquisition Learning Model (ALM) with three domains — foundational learning, workflow learning, and performance learning—which work together to enhance workplace performance, promote mission effectiveness, and help the Defense Acquisition Workforce achieve better acquisition outcomes.

**Foundational Learning** is responsible for the design, development, and integration of Learning Assets and gives the workforce long-term knowledge and habits of mind through structured learning in training courses, continuous learning modules, targeted training, and rapid deployment training.

**Workflow Learning**, in turn, builds on Foundational Learning and helps the workforce succeed on the job every day by providing access to online acquisition resources and Job Support Tools. Workflow Learning includes innovation across the ALM, web presence and other tools and technologies for knowledge sharing, collaboration and discovery of acquisition knowledge, best practices, and lessons learned by the Defense Acquisition Workforce.

Finally, **Performance Learning** exploits high-impact opportunities to change acquisition outcomes by applying significant resources at critical moments for teams and the overall workforce. Performance Learning includes mission assistance, training for intact acquisition teams, maintaining a Knowledge Repository (KR), support of the Acquisition Workforce Qualification Initiative (AWQI) and applied acquisition research.

DAU is routinely recognized for its strategic value and high standards.

***Our leaders and other external stakeholders have been clear that there are some characteristics that we must strengthen in order to succeed—we must be current, connected, and innovative.***

The Workflow Learning (WLD) and Performance Learning (PLD) Directorates' seek a high quality, dynamic Contractor team to help strengthen currency, connection, and innovation through customer intimacy, teamwork and collaboration as we modernize and transform our current AT&L Knowledge Management Systems (AKMS), Knowledge Repository, Learning Assets/Tools, and DAU sites into a single DAU.mil portal.

As our DAU Information Technology Directorate assumes more of the AKMS and KR infrastructure responsibilities, the Contractor team shall support the WLD and PLD Directorates to focus on innovation, maintaining its high standards for customer service, improving content management and discoverability while ensuring currency and accuracy of content, and building new Learning Assets/tools, repositories, technologies, and products to connect people to content, and collaboration techniques to connect people to people.

## Workflow Learning Goals & Objectives

*“Provide customer-focused learning assets and job support tools, at the point of need, to help the Defense Acquisition Workforce succeed”*

- Deliver high-quality and relevant workflow learning assets, which support the Defense Acquisition Workforce on the job

- Adopt best commercial practices in developing, delivery and collaborative technologies

- Provide and maintain DAU.mil portal and architecture that enables the Defense Acquisition Workforce to easily locate content, share knowledge and make professional connections

- Provide job support tools aligned to customer job needs

### Expected Outcome

Easily accessible acquisition information, resources and tools which help the Defense Acquisition Workforce succeed on the job

DAU retains “Best in Class” status as a Corporate University

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## 2.0 BACKGROUND

The Defense Acquisition University (DAU), which is located at Fort Belvoir (Virginia) and at regional campuses around the country, coordinates the Department of Defense (DoD) acquisition education and training program to meet the training and performance support requirements of more than 200,000 military and civilian personnel serving in acquisition positions worldwide, as required by the Defense Acquisition Workforce Improvement Act of 1991 and Public Law PL 1009-163 sec 1056.c.3. Through its dispersed campus and Acquisition Learning Model, DAU sponsors acquisition curriculum, instructor training, and knowledge sharing systems to provide a full range of basic, intermediate, and advanced learning assets to support the career goals, professional development, and job support needs of the acquisition workforce around the world. Further, its Learning Assets are used by the entire federal Government's workforce, defense industry partners, educational institutions, and foreign acquisition professionals.

## 3.0 CURRENT ENVIRONMENT

The DAU Workflow Learning Directorate and Performance Learning Directorate provide several web presences for the Defense Acquisition Workforce (DAW) to facilitate the sharing of authenticated knowledge, experiences, and lessons learned by connecting people to content and people to people.

One of the **Workflow Learning Directorate's** primary components of this web presence has been the Acquisition, Technology and Logistics Knowledge Management System, an online knowledge sharing repository, teaching/learning and collaboration/sharing internet environment. The AKMS is now integrated into the DAU.mil portal environment. Previously it was composed of multiple interrelated public and restricted systems and subsystems where online Learning Assets are developed, disseminated, contributed, managed, accessed, and stored. The WLD provides many informal Learning Assets, a subset of which are called Job Support Tools (JSTs), such as Job Aides, Guidebooks, and Interactive Tools, and these Learning Assets are designed and built in various online formats. These systems/subsystems and Learning Assets are available to the Defense Acquisition Workforce 24/7 to collaborate, share, and connect with one another in an online environment.

The **Performance Learning Directorate** also provides a Knowledge Repository (KR), in the form of an online library, which is an online location of licensed and public domain resource supported by subject matter expert (SME) specialists in library science, Department of Defense, acquisition, and business. These KR resources have been restricted to the DAU intranet for DAU faculty, staff and students attending in-resident courses at DAU facilities which are using DAU-issued computers, however, selected KR resources became available to the Defense Acquisition Workforce (limited access – not public) from a landing page on the DAU.mil internet in FY17. The KR staff responds to reference and research requests as well as training and instruction on its resources.

PWS Attachment A, "Current Environment – Legacy Systems", provides more detail on the purpose and platform for the specific systems/subsystems and tools the DAU Workflow Learning Directorate and Performance Learning Directorate currently maintains. Attachment B, "List of Job Support Tools identified by the ACC migration team", provides details on the various types of current Learning Assets/Job Support Tools which WLD currently maintains or supports. The DAU Defense Acquisition Portal has a consolidated listing of sites, tools, and resources at <https://dap.dau.mil/smart>. These lists are not all inclusive as other tools are scattered throughout our DAU websites. The "Tools and Resources" site on the new DAU.mil portal at <https://www.dau.mil/tools/#All|All|recent> (open to public 26 February 17) replaced the DAP "Smart" page when the DAU.mil portal was launched.

The new DAU.mil (<http://www.dau.mil>) currently resides on a SharePoint 2013 platform, and the PLD Knowledge Repository sites currently reside on SharePoint and non-SharePoint platforms. Content and assets for the old SharePoint 2010 sites was upgraded/integrated into the DAU.mil portal in 2nd Quarter of



FY17 for the DAU.mil, and will be ported/integrated in FY17/18 for the PLD Knowledge Repository assets. The KR sites are also customized using SharePoint, LibGuides, and SirsiDynix Symphony for development and administration of sites/assets. The WLD AKMS systems and subsystems exist in either a MOSS 2007 or Sitrion ECCO platform. Content from Communities of Practice, Job Support Tools, and other Acquisition Community Connection content was ported from the ECCO platform onto the new DAU.mil SharePoint 2013 internet portal in 2<sup>nd</sup> & 3<sup>rd</sup> Quarter FY17 and enhancements are needed for the new DAU.mil. Content and assets for the MOSS 2007 subsystems were upgraded/transitioned from the existing platform into the SharePoint DAU.mil environment before Oct 31, 2017, however enhancements are needed in FY18. Content on the Business Unit and Collaboration sites, which are on the DAU Intranet, already reside on a SharePoint 2013 platform.

The DAU.mil portal development team, consisting of both DAU Information Technology (IT) developers and DAU WLD developers and staff, shall collaborate to develop and continually improve the DAU.mil portal infrastructure. The DAU.mil infrastructure will be sustained by the DAU IT office with support from WLD/PLD and other relevant DAU organizations. Content will be updated using Akumina software on most DAU.mil sites. Communities of Practice on the new DAU.mil portal will not use Akumina software. WLD and PLD will collaborate with DAU IT and content owners (DAU internal and external) to 1). Develop new Learning Assets and tools, 2). Incorporate content/training, innovation, 3<sup>rd</sup> party, social, and mobile technologies and other applications, features and functionality into the portal, 3). Perform content management, search and discovery, and updates of content in the DAU.mil portal, 4). Upgrades of the legacy subsystems and applications/tools and KR sites into the new DAU.mil portal while also maintaining the workflow processes and integrity of the subsystem/application/tool, and 5). Support sustainment of the DAU.mil portal content, access, and infrastructure.

## 4.0 SCOPE AND OBJECTIVES

DAU seeks a dynamic and innovative team to support the DAU mission and quickly respond to the ongoing changes of DAU's world-class learning and knowledge sharing assets, systems, repositories, and processes. The Contractor shall be required to collaborate and work cooperatively with DAU personnel, Office of the Secretary of Defense (OSD), Service, Agency, Industry (including other Contractors supporting DAU directly or indirectly), and Academic personnel in order to provide a variety of consulting, program management, technical and administrative support for developing, operating, maintaining, and improving the WLADSS systems, sites, and assets and provide associated services.

The customer community of this Task Order (including all options) includes all users supported by DAU. This community includes approximately 950 DAU faculty, staff, Contractors and a student population of more than 200,000 users comprised of the Department of Defense Acquisition, Technology, and Logistics (AT&L) Workforce, Federal Acquisition Workforce and Industry partners.

**NOTE:** To account for the possibility that the Government's requirements may increase at a faster rate than currently projected, the Government reserves the right to increase the estimated ceiling price, which includes the estimated value of the surge and expansion tasks of this Task Order (TO) by as much as 25% over the life of the Task Order (TO), if necessary. This increase is considered the maximum ceiling. Such increases shall only apply to additional effort that clearly falls within the scope and performance period of this Task Order, including all available option periods. Within scope "Surge and Expansion" tasks, as identified in Paragraph 6.3.2, which can be added by modification up to the NTE amounts identified in Paragraph 6.3.2, and which may be increased up to the 25% maximum ceiling as long as the overall 25% increase for the life of the Task Order is not exceeded. The maximum ceiling excludes requirements in FAR 52.217-8, Option to Extend Services and FAR 52.237-3, Continuity of Services.

**The primary objectives for this Task Order are:**

1. To provide an **integrated, interactive, customer-focused learning environment** that helps the Defense Acquisition Workforce members, teams, and organizations improve performance outcomes **at the point of need**.
2. To provide **innovative, agile and effective program management** support which provides proactive planning, scheduling, quality management, risk assessment, tracking and monitoring, quality customer service, data analysis, reporting, cost control and monitoring, innovation and continual process improvement.
3. To provide **innovative solutions** and customer intimacy in knowledge sharing, collaboration, social, mobile, information exchange, and **enhancing the user experience** through content management, discovery, operations and maintenance, analysis, and **ongoing design and development of the new DAU.mil portal, and Integration/Porting of WLD Systems/Subsystems/Sites, PLD Systems/Subsystems and Knowledge/Library Repositories and Assets** into the new DAU.mil portal.
4. To provide **innovative solutions** and customer intimacy in knowledge sharing, collaboration, social, mobile, information exchange, and enhancing the user's digital experience through content management, discovery, operations and maintenance, analysis, and ongoing design and development of **Learning Assets and Job Support Tools and Integration/Porting into the new DAU.mil portal**
5. To **identify and implement new disruptive and sustaining innovative strategies, tools, methods, processes, and technologies** to enhance customer intimacy and the user experience, learning design, development and delivery by promoting user contributions, exchanges, and editor/owner self-maintenance for currency of learning assets and sites; to optimize search and discovery, to optimize the user's mobile experience, to increase awareness of DAU learning assets and portal, to design and develop assets which promote ease of user/editor maintenance (non-developer) and implement techniques, such as 'contribute once, reuse many' principles, to ensure site and asset currency and accuracy, to promote collaboration, as well as capturing and disseminating acquisition knowledge, best practices and lessons learned. Innovation and best practices in design, development, and deliver of learning assets.
6. To **provide technical and business support for the WLD Innovation Learning Center**, to provide expertise and independent judgment to build a world-class innovation program and discover and assess innovative ideas regarding potential current and emerging technologies and methodologies that support DAU learning and business solutions, asset development and delivery **across the DAU Enterprise and Acquisition Learning Model mission areas**. To support DAU to evolve to the next generation of disruptive and sustaining innovative technologies, methodologies, and tools which promote interactive learning in the classroom and performance on the job **(to include eLearning and mLearning)**.
7. To support the execution of strategy and mission essential tasks as outlined and assigned in **the DAU Strategic / Performance Plan**.

Please review the DAU websites: <http://www.dau.mil> and <https://dap.dau.mil/smart> for a greater perspective on DAU and its Learning Assets and Sites. In particular, review the DAU Strategic Plan, Organizational Structure, and Command Brief for information regarding DAU's path of current and future operations.

## 5.0 TASKS

This performance-based work statement (PWS) defines the requirements, standards, and acceptable performance levels necessary to support DAU in achieving its goals. **Standards and Acceptable Quality Levels (AQLs) for each task are included the Performance Requirements Summary (PRS) of Attachment C, entitled "Section A QASP & Section B Performance Requirements Summary".**

The Contractor shall provide all necessary personnel, material and equipment (except as noted in Para. 7.4, Government Furnished Items), administrative, financial, and managerial resources necessary for the completion of its tasks pursuant to this Task Order. The Contractor shall provide on-site program management support to ensure quality, timeliness, effective cost control, independent judgment and technical knowledge to provide the DAU Technical Contracting Officer Representative (TCOR) with timely identification of problems and issues, corrective action, and effective management of subcontractors. The Contractor shall provide and maintain qualified personnel that have the requisite technical skills, know-how, and experience, together with the supervision, management and administrative services necessary to successfully meet Government requirements. The Contractor shall seek to ensure high customer satisfaction and professional and ethical behavior from all Contractor personnel under this Task Order.

**The Contractor shall provide non-personal services to DAU for a one-year base period and four (4) one-year options, unless otherwise noted in the period of performance clause.**

#### **Levels of Work Authorization under this Task Order:**

**1. Authorized at initial award.** Two Levels of Work are authorized by the Contracting Officer with the initial award of the Task Order and are included in the price proposals for initial award.

A. No Technical Direction Letter is required, subject to availability of funds on the Task Order. These are identified in the Task Order with "No TDL Required" or "Non-TDL" or blank. These tasks were authorized by the Contracting Officer at time of award. An example might include site O&M to include upgrades and enhancements <\$20K or Program Management Support.

B. Technical Direction Letter is required by the DAU TCOR prior to incurrence of cost, and subject to availability of funds on the Task Order. These are identified in the Task Order with an IC-TDL or In-contract Technical Direction Letter or an IC(R)-TDL for In-contract Reports Technical Direction Letter. These tasks were authorized by the Contracting Officer at time of award, however, require an additional authorization from the DAU TCOR prior to the incurrence of costs. Paragraph 6.3.1 details procedures for IC-TDLs and IC(R)-TDLs. An example might include a Site Upgrade >\$20K (IC-TDL) or an Ad Hoc Report not specifically identified in Paragraph 6.1.1, Deliverables. With the new DAU.mil environment, this additional authorization will permit DAU to monitor development costs and determine and track if development tasks should be developed (1) solely on this Task Order, (2) as a joint effort between DAU IT and this Task Order, or (3) by DAU IT. It will also ensure a reduction in duplication of ad hoc reports and documentation requested.

#### **2. Authorized by Task Order Modification.**

A. Within scope tasks for surge and expansion are initiated using a Surge and Expansion Technical Direction Letter (SE-TDL). Surge and Expansion tasks are identified in Paragraph 6.3.2, Paragraph 5.12 or elsewhere in the PWS as "SE-TDL." This work effort is to support upsurge and expansion requirements in each performance period which cannot be clearly defined in the initial PWS of the Task Order.

The Contractor and Government will use procedures detailed in Paragraph 6.3.2 to process the SE-TDL and modification of the Task Order; and performance of the work effort is not authorized to proceed until the Contracting Officer has issued a modification to the Task Order. The modification will identify if the SE-TDL is awarded as a "No TDL required" or "Non-TDL" or "blank" task or as an IC-TDL or IC(R)-TDL. Labor rates and categories are pre-priced in accordance with Paragraph 6.3.2 and incorporated by reference from the Contractors proposal pricing spreadsheet. The estimated increase of the requirements as stated in Paragraph 6.3.2 cannot exceed the amounts allocated in Paragraph 6.3.2 except as permitted by the 25% maximum ceiling increase for the overall Task Order in Paragraph 4.0.

#### **3. Additional Requirements or Clarifications on Technical Direction Letters and Work Authorizations.**

A. The Federal Acquisition Regulations and various Task Order clauses (e.g. changes, options, funding, etc.) permit the Contracting Officer to modify the Task Order. The identification of the Surge and Expansion Technical Direction Letter (SE-TDL) within this Task Order does not limit or preclude the Government's right to modify other aspects of the Task Order as authorized by FAR/clauses/this Task Order.

B. Tasks shall be identified in the PWS as either "No TDL required" or "Non-TDL" or blank, "IC-TDL" or "IC(R) TDL, or "SE-TDL". If identification is made in a Task title or subtitle level, all associated subtasks below the identified Title/Subtitle are included, unless otherwise noted within the subtasks.

C. In addition to the Technical Direction Letters (TDLs) identified in the PWS and processed as "IC-TDL", or "SE-TDL" in Paragraphs 6.3.1 and 6.3.2, respectively, the DAU TCOR reserves the right to unilaterally change any "No TDL required" or "Non-TDL" or "blank" tasks into an IC-TDL or IC(R)-TDL and request a project plan or work statement IAW Paragraph 6.3.1 procedures. These could be for specific tasks, such as O&M or segments of other non-TDL tasks, in which DAU would like to monitor more closely due to criticality, need for more insight, cost control, or performance issues. An example might be DAU issuing an IC-TDL for a minor upgrade or enhancement (<\$20K) to a Job Support Tool or community template.

D. The Contractor shall be responsible for performing in strict compliance with all approved project plans, including schedule and estimated costs for all tasks.

The Government will neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances will the Government assign tasks to, or prepare work schedules for, individual Contractor employees. It shall be the responsibility of the Contractor to manage its employees, and subcontractors, and to guard against any actions that are of the nature of personal services, or give the perception of personal services.

## **5.1 TASK 1: PROGRAM MANAGEMENT (PM) SUPPORT (FFP)**

### **5.1.1 PROGRAM MANAGEMENT SUPPORT (NO TDL REQUIRED)**

The Contractor shall provide on-site program management support with technical and business experience to effectively and independently manage the tasks under this Task Order. The Contractor shall have a single on-site point of contact (Contractor PM) between Government and Contractor/subcontractor personnel who shall be responsible for:

a. Developing, maintaining/updating, and implementing an integrated DAU TCOR approved Program Management Plan, a Risk Management Plan, and Quality Control Plan to manage this Task Order program, which impacts WLD, PLD, Information Technology (IT), and PRS-Pres (Office of the DAU President) goals and objectives to ensure a clear understanding of priorities, and to coordinate with the DAU TCOR and appropriate DAU Director, Deputy or Center Directors, and Project/Program Managers.

b. Planning, organizing, staffing, leading/managing, directing, controlling, measuring/analyzing, and monitoring contractor/subcontractor performance, operations, activities and personnel involving multiple, complex, and inter-related project and program tasks within the scope of this PWS to promote efficient, effective, and optimal use of resources. Providing technical, functional, and operational knowledge and analysis of PWS requirements and provides implementation advice to avoid problems, risk areas, and issues for effective implementation. Collect, analyze, and report accomplishments and contract metrics and analytics to demonstrate status of tasks/project/programs under this Task Order.

c. Establishing clear organizational lines of authority and responsibility at the contract, subcontract, and Task Order operational levels to ensure effective Government/contractor communications, timely and cost-effective delivery of tasks, maintain continuity and balance between Government/Contractor operational & Contractor/subcontractor Corporate offices, and manage the prime and subcontractor resources assigned to the PWS requirements. The Contractor shall respond to Government requests for contractual actions in a

timely manner (e.g. IC-TDL or SE-TDL project plans in accordance with Task Order terms or modifications IAW Contracting Officer instructions).

d. Proactively managing its tasks, milestones, and deliverables under this Task Order. Execute program/project plans, schedules and estimated costs as specified in the Task Order, Technical Direction Letters, and approved plans. Defining project/program plans or roadmaps, providing timely status and documentation, identifying and resolving issues, and collecting, analyzing, and reporting performance metrics.

e. Establishing and implementing processes, procedures, and assigning qualified resources to effectively perform the requirements of the Task Order. The Contractor shall assign work effort, process and manage technical direction letters and associated plans to ensure completion within cost, schedule and quality standards.

f. Influencing and implementing quality control and approved continuous improvement initiatives to ensure delivery of high quality products and services, customer service, and productivity. Review services and deliverables to ensure quality and compliance with Task Order or Technical Direction Letter requirements and customer expectations prior to the due date for delivery. Implement quality control plan. Provide timely deliverables and documentation to the Government sufficient for the Government to understand, track, and evaluate quality for all effort under this order. Ensuring task completion and that deliverables conform with the PWS, TDL project/program task, quality, schedules and allotted costs.

g. Identifying Task Order staffing and resource needs, perform resource allocations and workload assignments to Contractor and Subcontractor employees to efficiently and effectively achieve tasks to ensure high quality products and customer service, on-time deliveries, cost control, and minimize rework.

h. Coordinating and managing contractor/subcontractor staff to simultaneously support multiple DAU Directors, Center Directors, project/program managers/teams, and customers. Working with the DAU TCOR, WLD Directors and Center Directors, and PLD Director and Program Managers to establish or update priorities, program milestones, develop strategies and roadmaps, and to manage costs and minimize requirements creep. Ensuring that priorities for assigned tasks are communicated with contractor personnel and coordinated with appropriate DAU Center Directors and project/program managers. Bringing conflicting priorities, which cannot be resolved by the Contractor PM, to the attention of DAU TCOR for resolution within 24 hours of unresolved instance.

i. Proactively overseeing and managing daily business, administrative, and technical activities of Contractor and subcontractor team members, which may be at multiple locations within Ft. Belvoir and off-site, for completion of PWS tasks of this Task Order. Ensuring all contractor team members understand the PWS tasks, deliverables, and due dates for which they are assigned, and providing assistance whenever needed. Ensuring contractor and subcontractor personnel performing under the Task Order are trained, highly qualified, experienced, and matched for the tasks they are performing. Ensuring personnel have a general understanding of Defense Acquisition process and functional areas in which DAU provides training to effectively support its DAU and external customers. Maintaining current and accurate time-keeping records, training records, and security information of Contractor/subcontractor personnel working pursuant to this Task Order. Ensure contract personnel have signed Government Non-Disclosure Agreements and provide copies to DAU TCOR.

j. Assigning qualified contractor personnel to attend meetings and collaborate with cross-functional and matrixed teams, internal and external to DAU, to define, plan and execute high quality programs/projects which are within budget and scope, ensure timelines/milestones and deliverables are met on time, and minimize requirements creep. Assess project requirements, and (when requested by DAU TCOR) provide work statements, and a written level of effort and schedule to meet said project requirements.

k. Implementing an approved program management, risk, and quality control plan. Report on schedule, cost, performance/technical, security, Government-furnished property (GFP), and other risk areas to the appropriate DAU PM and TCOR, and report potential risk events promptly to the DAU TCOR, as well as make recommendations for continual process improvements.

l. Identifying risk and opportunity areas, and provide recommended solutions to DAU TCOR. Implementing approved action plans. (A17)

m. Identify potential Conflicts of interest (COI) and recommend elimination, mitigation, transfer, acceptance plan, to include rationale and risks to DAU TCOR. Implementing approved action plan. (A17)

n. Facilitating constructive resolution of conflict and elevate to DAU TCOR for resolution as required. Analyzing and troubleshooting obstacles and issues in a timely fashion. Notifying the DAU TCOR and appropriate DAU Center Director/PM within 24 hours of obstacle or issue identification, and provide recommended solutions and a corrective action plan, as necessary. (A17)

o. Providing a staff which demonstrates creative and effective problem solving skills, decision making abilities, flexibility, high ethics, innovation and forward thinking, professionalism, positive and proactive customer support, and a strong teamwork approach.

p. Proactively researching and making recommendations for innovation, use of commercial and third party products, latest trends and developments in knowledge sharing, collaboration, learning solutions, tools and technologies, business processes, best practices, and current potential and emerging technologies for DAU to leverage. Recommended solutions must be approved IAW DAU Directives and procedures prior to implementation. An example of an approval would be submission and approval from the DAU technical council prior to implementation of a custom-built technical or software solution.

**Deliverables:** Accomplishments and status of 5.1 tasks shall be included in the Monthly Status and Funds Report (A2). Scheduled deliverables as identified in 5.1.2 and 6.1.1. Ad hoc deliverables shall be as indicated in Para 5.1.2 and 6.1.1.(A17)

#### **5.1.2 MEETINGS AND DELIVERABLES (NO TDL REQUIRED, EXCEPT WHERE OTHERWISE NOTED)**

The Contractor Program Manager (PM), and appropriate staff shall provide deliverables in the GSA ITSS database / website and restricted WLADSS Contract Management site (A6) IAW Paragraph 5.1.2 and Paragraph 6.1.1. 'Deliverables' for format, recipients, due dates, and frequency of deliverables, and Paragraph 6.1.3 'Meetings' for meeting type, normal attendees, and frequency of meetings.

#### ***A. Meetings and Associated Deliverables***

##### **(1). Kick-off Meeting**

The Contractor shall participate in a Government-scheduled Kick-off meeting after Task Order award (anticipated up to three (3) days at Ft Belvoir and within 10 days after Task Order award). The Contractor on-site Program Manager and Key Personnel shall participate in the Task Order Kick-off meeting. The purpose of this Kick-off meeting is to (1) aid both the Government and Contractor personnel in achieving a clear and mutual understanding of all task requirements, and achievable deliverables within funding constraints; and (2) identify and resolve potential problems. The Contractor shall be prepared to discuss any issues requiring clarification and gather information necessary for completion of the Project Management Plan, the Quality Control Plan, the Risk Management Plan, and the Transition Plan/Process. The Contractor shall begin updating the listed plans immediately following successful completion of the Kick-off meeting.

The Kick-off meeting shall include, but not be limited to, the following topics:

1. Program review;
2. Clarification of roles and responsibilities between the Contractor, GSA and DAU;
3. Current status of existing and planned applications and technical initiatives;

4. Business management (contracting, websites, TDLs, and financial matters); and
5. Personnel and physical security issues.

To ensure clarification and mutual understanding, the Contractor shall draft meeting minutes and submit to the Contracting Officer NLT seven (7) days after meeting completion. The Contracting Officer and DAU TCOR will review and incorporate appropriately into the final Contracting Officer minutes, or discuss further with the Contractor and document as needed.

**Deliverable:** Meetings IAW 6.1.3 and Draft Kick-off Meeting Minutes (A1) IAW 6.1.1.

## **(2) In-Progress Program Reviews**

The Contractor shall schedule, organize and present In-Progress Reviews (IPRs), not less than quarterly during the period of performance of the Task Order. The method of presentation shall be included in the Contractor's Program Management Plan but **an advanced copy of the presentation material shall be provided to the DAU TCOR, PLD Director, WLD Director, Deputy Directors, and Center Directors NLT 24 hours prior to the review presentation meeting.** The objectives of these reviews are to track progress at a senior level of the projects, review obligations and expenditures, **present ideas for innovation and improvement**, and identify and resolve risks and issues.

The Contractor shall submit minutes, to include action items and any resolutions, to the DAU TCOR and PLD/WLD Directors & WLD Deputy/Center Directors NLT fifteen (15) calendar days after the meeting has taken place. The minutes shall document what was agreed to by the Government and Contractor; and what the Contractor is doing to resolve outstanding issues/action items. The Contractor shall continue to track action items and submit resolution via email to the DAU TCOR and PLD/WLD Directors & WLD Deputy/Center Directors within two (2) days upon completion, and shall include all action items status and resolution in the next IPR presentation. Recommended changes to the Task Order to improve service, incorporate innovation, or reduce costs that result from IPRs, shall be made in writing and submitted separately to the DAU TCOR, GSA COR and Contracting Officer. However, no such proposed changes shall become a part of the Task Order, except by written modification of the Task Order, or as approved by the DAU TCOR and GSA CO, as required.

The IPRs shall include:

1. A performance, schedule, and budget/expenditure review of tasks performed under the Task Order, with any identified risks and risk mitigation strategies. This includes a review of all PWS tasks, budget vs actual expenditures, and milestones to verify effectiveness and timeliness
2. Summary of Task Order year-to-date actual hours/expenditures vs. planned hours/expenditures broken out by PWS task and based upon annual planned priorities and work effort under the Task Order.
3. A report of Contractor recommendations to the Government on changes to the Task Order for innovating and or improving the overall quality of the DAU.mil portal and Learning Asset Development/Knowledge Repository programs, including recommendations made during the performance period to the Government regarding changes that would likely result in/has resulted in improved management and/or service or a reduction in costs.

**Deliverables:** Meetings IAW 6.1.3 and In-Progress Program Review Presentation materials, Minutes to include action Items and, Action Item Resolution Report IAW Paragraph 6.1.1. (A7)



**(3) Backlog and Status Reviews (BSR) (A8, A13) (formerly referred to as the Task Order Status Review)**

The purpose(s) of this meeting is to exchange information to keep both the Contractor PM and the DAU TCOR informed of Center and Program activities and priorities, status of Task Order activities and potential schedule delays, risks, concerns, recommendations for improvements/innovation, quality or performance issues, and variances between planned/actual expenditures occurring on the Task Order and specific project plan tasks on a continual basis.

The Contractor PM shall provide the status of action items and resolutions from prior BSR meetings, and the status of all contract activities and technical direction letters (TDLs) issued and logged under Paragraph 6.3.1 and 6.3.2 procedures.

**Deliverables:** Meetings IAW 6.1.3 and Backlog and Status Review Meeting Minutes, Action Item and Resolution Report and TDL and Minor Upgrade/Enhancement Project Log IAW Paragraph 6.1.1 (A8, A13)

**(4) Scheduled and Ad Hoc Program/Directorate/Center and Customer Meetings** (No TDL for meetings; IC/R-TDL for ad hoc deliverables)

The Contractor PM and other Contractor staff shall attend scheduled and ad hoc meetings as appropriate and required. It is the Contractor PM's responsibility to ensure only pertinent and the minimal number of Contractor staff attend these meetings for effective and efficient task completion. (No TDL required for meetings, however an IC/R-TDL may be required for pre-planning or ad hoc deliverables resulting from the meeting)

**Deliverables:** Meetings IAW 6.1.3 and various as required IAW Paragraph 6.1.1 (A2, A17) (IC/R-TDL for Ad Hoc deliverables)

***B. Program Management and Other Deliverables:***

**(1) WLADSS Contract Management restricted intranet site**

Not later than 20 days after Task Order award, the Contractor shall provide the DAU TCOR a proposed mockup of an "Out of Box" (OOB) SharePoint 2013 "WLADSS Contract Management" collaboration site on the DAU Intranet WLD Business Unit site. The DAU TCOR shall have five (5) business days to review and provide feedback. The Contractor shall create the approved site on the DAU Intranet NLT 60 days after Task Order award. The purpose of this restricted site is to improve collaboration and coordination in managing the Task Order and permit the sharing of information between the Contractor PM, the DAU TCOR, and the WLD/PLD Directors/Deputy Directors, and Center Directors. The Contractor shall obtain written approval from the DAU TCOR prior to permitting others into the collaboration site and shall monitor and report if personnel not approved have been added to the membership. At a minimum, this site should be organized and easy to discover information, shall include Contractor employee task assignments with PWS reference number, due dates and status of those assignments, contract deliverables should be uploaded as stated in Paragraph 6.1.1, a calendar to monitor tasks/project start and completion dates. The Contractor shall maintain the site and archive information annually (NLT 30 days after new option period starts) to segregate by Task Order Base year and Option years.

**Deliverable:** WLADSS Contract Management restricted intranet site (A6) (No TDL required unless development required, then IC-TDL)

**(2) Monthly Status and Financial Report (MSFR) (A2)**

The Contractor shall provide monthly project status reports to track task/project status and costs, issues, and progress. The Contractor shall include, at a minimum, the following information in the project status report:

1. The Status portion of the MSFR shall include overall status of services and capabilities.
2. Work accomplished and status of ALL tasks and activities during the period.
3. Milestones and updates against tasks/activities
4. Reports of any trips taken or other direct costs (ODCs) acquired during the reporting period, for which PWS task, and who approved travel or ODC acquisition.
5. Monthly contract performance metrics and WLD/PLD site/asset performance and usage metrics
6. Report operational use and system statistics on systems, sites, assets build and maintained under this Task Order.
7. New work requested by users, list of TDLs received during the period, and status on all TDLs.
8. Identified performance or schedule risks and contractual issues that require Government attention
9. A table of deliverables submitted during the period including title/description, required delivery date, actual delivery date, and compliance with submission guidelines in Paragraph 6.1.1.
10. Proposed innovations and recommendations for improvements/enhancements to service, technical capabilities, management procedures, etc. as appropriate and recommendations and status for 3<sup>rd</sup> party applications.
11. A monthly status and a consolidated annual summary in the last MSFR of each Task Order Year.
12. The Funds portion of MSFR shall include financial, billing and accounting reports to include, (1). For prime and subcontractor labor hour items, include hours and rates worked by labor category and staff person name for the reporting period, (hours, rates, labor category, personnel name, and other costs charged against each CLINs/tasks or task/sub-task) (2). For reimbursable travel, include description and costs, identify the appropriate travel approval and include trip report as well as the actual costs incurred, (3). For Other Direct Costs, include description and costs, identify the appropriate ODC approval for purchase as well as the actual costs incurred as directed by the government. Financial reports shall be provided monthly in an MS Excel pivot table(s) and include both monthly and TO cumulative-to-date summary (by contract year) for all labor, travel, ODCs, and CAF and reflect the Contractor's invoice for that period. TO cumulative-to-date summary (by contract year) shall contain the same level of detail as the monthly funds status.
13. The Funds portion shall breakout and track monthly, accrued, invoiced, and cumulative to date costs for the prime and subcontractors to the lowest level PWS tasks by contract year.
14. All reports of financial status and charges shall clearly map to invoices, including travel and other direct costs. The MSFR monthly submission must reflect the accomplishments and the amounts invoiced for the billing month.
15. A graphic with a spread sheet as data showing predicted and actual running monthly expenditures (burn rate) and variances over the period and TO cumulative-to-date summary.
16. The Contractor shall electronically submit the MSFR to the COR, Contracting Officer, and DAU TCOR each month not later than seven (7) days prior to submission of the Contractor's monthly invoice for each month through GSA's ITSS system. The Contractor shall reconcile within the monthly report the above Contractor-provided information with each invoice such that they can be matched month by month.

**Deliverable:** IAW Paragraph 6.1.1 Monthly Status and Financial Report (MSFR) (A2) (No TDL)

### **(3) Program Management Plan**

The Contractor shall develop and maintain, throughout the Task Order period of performance, a Program Management Plan (PMP), which is integrated with its Quality Control and Risk Management Plan

addendums, which shall be used as a foundation for information and resource management planning. Initial submission of the draft PMP shall be within 25 calendar days after Task Order award. The Contractor shall deliver the final approved PMP to the Government NLT 45 calendar days after Task Order award.

The PMP shall include, but need not be limited to, the following:

**Organization and Staffing:**

1. Contractor's Organization of its team, to include its major subcontractors, which clearly delineates roles and responsibilities and lines of authority
2. Identification of Key Personnel and Task Lead Positions
3. Contractor personnel assignments and duration (Staffing Plan and Matrix) and approach to ensure qualified personnel are hired and on-boarded in a timely manner and matched to the tasks to be performed. Matrix should include breakout of staff assignments by PWS, estimated number of hours allotted for each task/subtask, on-site (Belvoir) or off-site (contractor's location) or off-site (telework and location),
4. Contractor's approach to attract, quickly hire, and retain qualified personnel for unique tasks, such as library sciences, taxonomy, SirsiDynix, and business/technical support for disruptive and sustaining innovation in a learning environment.
5. Contractor's approach to ensure staffing optimization, quality performance and to build a culture of innovation.
6. Contractor's approach to hiring and on-boarding qualified replacement personnel, if needed.
7. Contractor's approach to ensure its staff understands and complies with contractual tasks (performance and administrative)
8. Policies on normal work week (hours), comp-time, uncompensated overtime, timecard submissions, approvals for use of overtime or comp-time.
9. Contractor's approach to hiring and on-boarding personnel for surge and enhancement tasks within time periods allotted in the Task Order
10. Contractor's approach to attract, quickly hire, and retain qualified personnel for the Task Order, to include during high demand, short duration periods, such as for the base period of the contract
11. Tracking of Government Furnished Property; Ensuring Contractor team has complied with mandatory training, and DAI-OTL updates within the specified times
12. Contractor's approach to supervising personnel and managing work effort to ensure quality and timely work products.

**Program Management and Quality Control:**

13. Contractor's approach to allocate resources, assign tasks, and plan, direct, control, manage, and monitor tasks across the entire contractual effort, and compliance with Technical Direction Letter process in Para. 6.3.
14. Contractor's approach to balance Contractor's corporate requirements with contract performance (productive hours on the Task Order)
15. Subcontract Management (organization and management of personnel, software and hardware; tracking of GFP, timecards; leave approvals; OT approvals, if necessary)
16. Approach to use Design Thinking/Agile principles for program/project management and software development.
17. Approach to perform, manage, define, quantitatively manage, and optimize software development (as defined in the CMMI maturity model) If the Contractor uses a Capability Maturity Model Integration (CMMI) process, provide the CMMI Level and describe the process to be utilized.
18. Approach to ensure software development processes to be utilized on the Task Order provide an integrated approach across the enterprise to improve quality and performance, while reducing redundancy, complexity, and cost.

19. Work Breakdown Structure (WBS)
20. Project Organization
21. Program and Process Management and Control
22. Project Responsibilities to include process flowcharts for all major tasks
23. Task dependencies and interrelationships
24. Dependencies and interrelationship with Quality Control and Risk Management plans
25. Contractor's approach to planning, directing, controlling, managing, and monitoring tasks to ensure quality products, on or below budget, and on or before time required
26. Contractor's approach to controlling costs and preventing requirements creep
27. Contractor's approach to provide high quality customer service across the PWS tasks
28. Contractor's approach to set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS.
29. Contractor's approach to collaborate with DAU and External DAU owners, editors, contributors of systems/sites and tools; DAU Tier I help support in DAU IT (using DAU's Enterprise Support System); DAU.mil IPT; and other DAU personnel as needed.
30. Contractor's approach to creating, maintaining, and ensuring compliance with Standard Operating Procedures (SoPs)
31. Identification and Mitigation/Elimination of Organizational Conflicts of Interest
32. Approach for planning, budgeting, and scheduling work tasks, to include IC-TDLs, and SE-TDL work effort
33. Base schedule overlaid with actual schedules for each task
34. Contractor's approach for incentivizing innovation among its staff and subcontractors to build a culture for identifying and promoting innovation, continuous process improvement, and keeping and implementing potential current or new technologies, trends, processes, methodologies, and best practices into the DAU business and learning environments
35. Contingency Planning, such as COOP planning for sites WLD/PLD are owners, (where appropriate)
36. Monitoring and reporting mechanisms including Contract/Program Metrics
37. Automated Tools, Techniques, and Methods to be used

The Contractor shall keep the PMP up-to-date, ensure it is accessible electronically at any time on the WLADSS Contract management website, and be prepared to brief any PMP content to the Government at short notice (within 24 hours). The program management plan shall be updated as required, and reviewed semi-annually in conjunction with the 2<sup>nd</sup> and 4<sup>th</sup> Quarterly In-Progress Reviews (IPRs). The PMP shall be used as a foundation for the Status Report and Project Plans for individual task submissions resulting from Technical Direction Letters. The Government reserves the right to request project plans for specific individual task assignments (non-TDL) as appropriate.

**Deliverable:** IAW Paragraph 6.1.1 Program Management Plan (PMP) (A3) (No TDL)

#### **(4) Risk Management Plan and Monitoring Log**

The Contractor shall employ a proven risk management approach and employ a Risk Management Plan (RMP), which is integrated with its Program Management and Quality Control Plans, and that details (a) a routine and regular process involving both the Contractor and the Government program staff to identify, analyze, prioritize and detail appropriate and agreed upon responses to the highest priority risks and (b) the work products that result from performance of the process. The format for the risk management plan shall follow the DoD risk management guidelines. The Contractor shall collaborate with DAU WLD/PLD personnel to establish a risk monitoring log to continually identify, assess, monitor, and control risks for program/task/contract risks for the Contractor and DAU WLD/PLD effort. Initial submission of the draft RMP

shall be within 25 calendar days after Task Order award, as an addendum to the PMP. The Contractor shall deliver the final approved RMP to the Government NLT 45 calendar days after Task Order award.

**Deliverable:** IAW Paragraph 6.1.1 Risk Management Plan and Monitoring Log (A5) (No TDL)

#### **(5) DoDI 8510.01 Risk Management Framework (RMF) Documentation and Technical Support**

DAU is required to have its IT systems certified under the DoDI 8510.01, Risk Management Framework (RMF) for DoD Information Technology (IT). The Contractor shall ensure that all WLD/PLD systems, learning assets, and related DAU.mil systems, documentation required by the DoDI 8510.01 (Diagrams, Systems Descriptions, Hardware and Software Inventories) is created, maintained and kept up to date for system changes. The Contractor shall also provide technical support to DAU's government WLD Business Owners/System managers and DAU's OP-IT RMF certification personnel in the process of certifying DAU.mil and WLD/PLD systems and system revision/upgrade plans.

**Deliverables:** IAW Paragraph 6.1.1 (a) DoD Risk Management Framework (RMF) / Information Assurance (IA) Documentation and Systems Documentation required by RMF and DoDI 8510.01 (Systems Descriptions, Diagrams, Hardware and Software Inventories) to include associated Intellectual Property/ data rights markings/ editable software/source code/mockups/storyboards/ prototypes (A9); (No TDL)

(b) Source code & 'as built' designs, workflows, processes, standard operating procedures (SoPs), diagrams, licenses, and interface documentation for software/ systems/ subsystems/ sites/ applications/tools/ templates etc. developed under this Task Order. (A15) (No TDL)

#### **(6) Contractor Quality Control Plan**

The Contractor shall provide a Quality Control Plan (QCP), which is integrated with the PMP and Risk Plans, describing how they plan to ensure the quality of performance/services and deliverables, and meet the standards contained in the PWS and Attachment C, Quality Assurance Surveillance Plan (QASP). The QCP shall also describe the Contractor's approach to cost and schedule management of all tasks for this Task Order. The Contractor's QCP shall set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. The Contractor shall develop and implement a performance management process and procedures to assess and report its performance to the designated government representative. This QASP enables the government to take advantage of the Contractor's QC program. Initial submission of the draft QCP shall be within 25 calendar days after Task Order award, as an addendum to the PMP. The Contractor shall deliver the final approved QCP to the Government NLT 45 calendar days after Task Order award. The Contractor shall update their QCP on an annual basis NLT 30 June, to account for any performance issues that arise under the Task Order. All updates shall be provided to the Government via WLADSS Contract Management collaboration site.

**Deliverable:** IAW Paragraph 6.1.1 Quality Control Plan (A4) (No TDL)

#### **(7) Problem Notification Report (PNR)**

The Contractor shall submit a Problem Notification Report (PNR) to the DAU TCOR, GSA COR and CO within 24 hours of the Contractor encountering a problem or risk event that significantly impacts the cost, schedule, or performance of the Task Order (or any deliverable or project under the Task Order). See below for content to be included in a PNR. All PNRs must be tracked in the bi-weekly BSR, documented in the monthly status and financial report (MSFR) and presented at the in-progress reviews (IPRs) until the Government agrees they are resolved.

The PNR shall include, but not be limited to, the following:

1. Nature and sources of problem:
2. Date DAU TCOR was verbally notified on: (date)
3. Is action required by the Government? Yes or No
4. If YES, describe Government action required and date required:
5. Will problem impact specific project or delivery schedule? Yes or No
6. If YES, identify what specific project or deliverables will be affected and extent of delay:
7. Can required delivery be brought back on schedule? Yes or No
8. Describe corrective action needed to resolve problems:
9. When shall corrective action be completed?
10. Is an increase in cost to the Government anticipated? Yes or No
11. Is a decrease in performance to the Government anticipated? Yes or No

**Deliverable:** IAW Paragraph 6.1.1 Problem Notification Reports (PNRs) (A10) (No TDL)

#### **(8) Items Developed or Acquired Under the Contract**

The Government shall have unlimited data rights for all documentation, software, processes, reports, hardware, systems, subsystems, applications, source code, interfaces, procedures and other items developed or delivered under this Task Order. The Contractor shall properly mark items with appropriate markings. ODCs acquired shall be delivered and any licenses shall be transferred to the Government at the end of the Task Order period. The Government shall have appropriate rights to commercial products delivered in accordance with the Data Right clauses in this Task Order.

The Contractor shall track and report property, hardware, and software provided to the Contractor or acquired by the Contractor and report in accordance with Deliverable Item (A15).

**Deliverables:** IAW Paragraph 6.1.1

(a) Properly marked reports, documentation, hardware, software, licenses, systems, subsystems, applications, source code, interfaces, processes, procedures and other items developed or delivered under this Task Order, to include a list of items developed under the Task Order (A14);

(b) GFE/GFI & Contractor Acquired Property List (A16)

(c) Source code & 'as built' designs, workflows, processes, standard operating procedures (SoPs), diagrams, licenses, operating manuals, and interface documentation for software/ systems/ subsystems/ sites/ applications/tools/ templates etc. developed under this Task Order. (A15) (No TDL)

## **5.2 TASK 2: DEVELOPMENT, OPERATIONS, MANAGEMENT, MODERNIZATION, AND UPGRADES OF DAU.MIL PORTAL AND WLD SYSTEMS/SUBSYSTEMS (T&M)**

DAU transitioned its web presence by developing a single DAU.mil portal environment and transitioned 18 of 27 primary domains into a DAU.mil portal, which was developed using responsive design and hosted on a SharePoint 2013 platform. Approximately 105 URLs make up the primary, secondary, and third level domains to be integrated into the DAU.mil portal. (See Attachments J.3, J.4, and J.5 for sanitized technical architecture "TO BE" production diagram, phased technical approach for integration, and master URL migration list).

The DAU WLD legacy systems, such as the Acquisition Community Connection (ACC) and the Defense Acquisition Portal (DAP) content and applications will transition to the new portal environment during FY17 (base year of Task Order). At the same time, other legacy systems and major workflow Learning

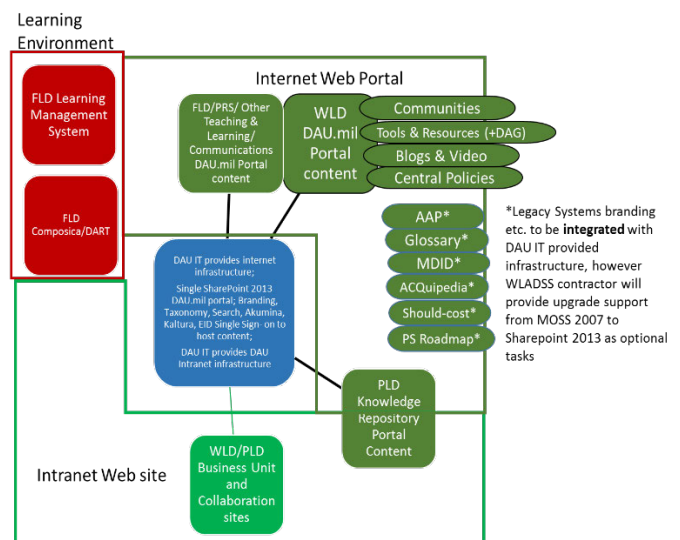
Assets/Job Support Tools, such as the MDID, PS Roadmap, DAU Glossary, AAP, and ACQuipedia (see Attachment A) need to be modernized as they are upgraded from a MOSS 2007 platform to a SharePoint 2013 platform. The majority of this work will be required in the base year of the Task Order, and cannot be deferred beyond the base year without significant risk to WLD programs. **For planning purposes for Operation and Maintenance tasks, the anticipated phase based upon the DAU.mil phased approach has been added next to the system or asset within the PWS and on Attachment A. Phase I is anticipated to be completed NLT 26 February 2017. Phase II is anticipated to be completed NLT 30 October 2017. Phase III is anticipated to be completed NLT 15 January 2018. DAU intends to accelerate this schedule by implementing agile software development and management principles where DAU IT and the WLADSS contractor(s) will work collaboratively to complete the DAU.mil portal development and migration/integration of content and systems.**

The new DAU.mil portal will host the communities of practice and Job Support Tools currently residing on the Acquisition Community Connection. Migration software and community, project, and team templates have already been developed to aid in the extraction and migration of community content and contributions from approximately 80 communities of practice and private workspaces into the new community site on the DAU.mil portal. In addition, a conversion tool has been created to extract and convert 30+ guidebooks or regulations into a web-enabled “ePub” type tool which will be integrated into the DAU.mil portal tool site.

WLD, PRS-Pres (Office of the President Communications), and DAU IT have teamed together into a DAU.mil Integrated Product Team (IPT), to collaboratively design and develop the DAU.mil portal to increase communication and knowledge transfer, to build in social and mobile functionalities, improve search capability and improve the user experience.

As migration tasks for all of WLD and PLD

systems/subsystems, components/subcomponents, and Learning Assets will begin under the current Task Order and end under this new Task Order, the Contractor should anticipate migration support tasks as part of operations and maintenance on the new Task Order. For clarification in the figure above, DAU Information Technology Directorate is responsible for providing the internet and intranet infrastructure, branding, taxonomy tool, search capability, EID single sign-on access and video platform. The WLADSS contractor provides development support for WLD/PLD sites and assets residing on the intranet and internet. With the exception of providing dual purpose Learning Assets, the FLD Learning environment (i.e. LMS and Composica/DART) is not covered under this contract.



**Additional Design and Development requirements: Unless specifically exempted by DAU TCOR, for all software and electronic and information technology (EIT) development under this Task Order, whether it be for transitions, major or minor upgrades or enhancements, modernization, or new development, the Contractor shall:**

1. Design to align with the approved DAU search, navigation, branding, interfaces, taxonomy, and governance;
2. Design to enhance the user experience. Conduct user analysis and testing to ensure a consistent user experience and “look and feel” throughout the DAU.mil environment;
3. Design for ease of contribution, editing and maintenance of the site and content by the user/owner/editor, as well as creating user assistance tools and training, as necessary;
4. Enhance and optimize search and discovery of content, (SEO for desktop and mobile);



5. Design to collect/capture, analyze, and report metrics for business intelligence and to measure performance;
6. Create a shortcut URL and add capability to capture analytics prior to deployment;
7. Ensure a Learning Asset Manager, and a DAU Sponsor for DAU external customers, is named and approved before any development occurs to ensure maintainability after completion;
8. Comply with all DAU governance, unless a deviation is approved in writing by the DAU TCOR;
9. Design, develop, and test to promote reusability, durability, interoperability, maintainability, and portability of digital learning content.
10. Design, develop, and test to enable the reuse of Web-based learning content across multiple environments and products.
11. Design, develop, test, and optimize to enable user-friendly mobile learning and search capability across iOS, Android, and Microsoft devices/platforms (device agnostic).
12. Design, develop, and test to enable customer use of content across multiple browsers (e.g. Chrome, IE, Mozilla Firefox) and in remote locations where Defense Acquisition Workforce are located. (Travel not required to test remote locations)
13. Design for development and content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making.
14. Design to provide for management and performance of website editorial activities including gathering and researching information that enhances the value of the site.
15. Support of design and build web pages using a variety of pictures, graphics software applications, techniques, and tools, and IAW governance and as approved.
16. Support of design and development of user interface features, site animation, and special-effects elements, IAW governance and as approved.
17. Design to contribute to the DAU.mil IPTs efforts to enhance the look and feel of DAU's online offerings.
18. Design to support the DAU's social, mobile, and communication strategies and goals relative to internal and external communications.
19. Design, develop, and deploy solutions that meet security requirements and Section 508 compliance.
20. Design, using responsive design, and to creatively and effectively utilize Out-of-Box SharePoint capability to minimize need for custom-code and still meet customer requirements
21. Provide user and usability testing for a major updates, enhancements, or new development
22. Create use cases and test scenarios, design, implement, and conduct test and evaluation procedures to ensure functionality, usability, security, and system requirements are met IAW DAU.mil governance.
23. Perform functional, operational, user acceptance and usability testing as required in TDL.
24. Design to capture and report operational use and system statistics and provide in MSFR (A2)
25. All development under this Task Order (including workflow tools, games, simulations, etc) shall be designed for mobile (responsive design) and developed using HTML5, CSS3, Javascript, or MP4 for video. Any deviation from responsive design, HTML5, CSS3, Javascript, or MP4, must be approved in writing by the DAU TCOR prior to development work beginning. The use of third-party or custom-code (not Out-of-Box SharePoint solution) on any DAU site must be pre-approved by the DAU TCOR to permit compliance with the DAU CIO and Technical Council.
26. Design and develop in accordance with the DAU.mil style, branding and information architecture to ensure a consistent user experience looking at navigation structures and interface functions, conducting user research and testing; shall design for information/content specific to the site or product, ease of editing and maintaining the content by the user/owner/editor, as well as creating user assistance tools; and shall design the "look and feel" of the final product to be consistent with the DAU.mil.
27. Design and development should emphasize user-generated content and maintainability, usability, enhanced content discovery and contribution, search optimization, mobility, security, "contribute

once, reuse many” content management techniques, interoperability, enhancing the user experience, user collaboration, interaction, and connecting people to content and people to people, modern look and feel, ease of editing by owners/LAMs/editors, incorporation of approved Web 2.0/3.0 technologies and enhancements. Be in accordance with the approved DAU navigation, branding, governance, and interface functions.

28. Collaborate with DAU IT using Design Thinking/Agile principles to complete development tasks.

**Note: The use of cloud technology on this contract must be approved, in advance, by the DAU TCOR after coordinating with the DAU CIO.**

Development under this Task Order will normally occur in the DAU DITS environment (the DITS is the DAU’s on-site development farm which is governed by DISA regulations), provided timely access by DAU IT. The Contractor should maintain a virtual (not cloud-based unless DAU IT approves use) SP environment for development of new tools, prototypes, mockups, storyboards, innovation, templates, applications, subsystems/sites, to permit off-site development, and Government collaboration prior to staging into the DITS environment. No DAU licenses, tools, hardware or data may be used in this environment. Note: The term “Out of Box” SharePoint means to design, using responsive design, to creatively and effectively utilize SharePoint capability to minimize the need for custom-code but still meet 508 compliance and customer requirements.

The Contractor shall ensure development on the WLD/PLD Legacy Systems, DAU.mil portal and DAU Intranet (Business Unit and Collaboration sites) is in accordance with the DoD and DAU Internet and Intranet governance. (ICR TDLS FOR AD-HOC DELIVERABLES)

## **5.2.1 WLD LEGACY SYSTEMS/SUBSYSTEMS**

### **5.2.1.1 OPERATIONS, MANAGEMENT, MODERNIZATION, AND MINOR UPGRADES/ENHANCEMENTS (NO TDL REQUIRED)**

The Contractor shall provide operations, maintenance, and management support including, but not limited to daily operations and maintenance, troubleshooting and correcting software in development and production, provide technical and administrative assistance to WLD personnel and DAU customers with content development and management, provide configuration management, document management, user assistance, role-based training and access control (within the parameters of using DAU’s EID Single Sign on solution), minor upgrades and enhancements <\$20K, and program and workflow management for the WLD Legacy Systems and subsystems identified in Attachment A, Paragraphs A.1 through A.11, including their related and associated DAU learning assets, web pages, linkages, and applications.

For legacy systems and assets, upgraded but where site is not fully integrated into the DAU.mil SharePoint portal, research and provide recommendations for addition of potential current and emerging technologies which could (1). Enhance user experience, (2). Improve content maintenance capability by the owner/editor or via automation, (3). Improve system performance, (4). Improve discovery of and findability of content, (5). Enhance collaboration and social aspects, (6). Improve mobile capability, (7). Enhance user self-help or “how do I” training, (8). Enhance teaching and learning. Implement approved recommendations.

For all legacy systems and assets, the Contractor shall:

(a). Monitor and coordinate with DAU IT to ensure all DAU intranet and internet sites under this Task Order are operational before 7:30 a.m. EST, Monday-Friday and notify DAU IT, the WLD LSC Director and appropriate PM if the site is down. DAU intranet and internet sites are to be operational 24 hours per day, 365 days per year. The Contractor shall also notify the above mentioned personnel within 1 hour of discovery should the sites become not operational or down during normal DAU business operations. Establish a process through which problems are controlled. This includes problem recognition, research, isolation, resolution, and follow-up steps. Interact with DAU IT network services, software systems

engineering, and/or applications development to restore service and/or identify and correct core problem. Document, track, and monitor the problem to ensure a timely resolution. Capture metrics to demonstrate trend analysis on issues and possible cause/effect of problems. Simulate or recreate user problems to resolve operating difficulties, as necessary. Capture and report operational use and system statistics and report in MSFR (A2)

(b) The Contractor shall provide Tier II Helpdesk support for WLD and KR Legacy Systems, WLD and PLD Intranet sites, (and the DAU.mil if included in the governance) from 7:00 a.m. to 6:00 p.m. EST, Monday-Friday (this is not a call center) to include, but not limited to:

(1) Monitor the various site and asset/tool feedback distribution emails ([acc@dau.mil](mailto:acc@dau.mil) or ACC Chief Editor (ACC), [guidebook@dau.mil](mailto:guidebook@dau.mil) (DAG), [dapfeedback@dau.mil](mailto:dapfeedback@dau.mil) (DAP and some of its applications), [AAP@dau.mil](mailto:AAP@dau.mil) (Ask A Professor), [ACQuipedia@dau.mil](mailto:ACQuipedia@dau.mil) (ACQuipedia), and DAU Help (DAU IT Tier I Enterprise support system elevation) etc.) WLD-ILC, and WLD-Communications for WLD Business Unit sites, and DAU.mil portal feedback emails once deployed, and respond to questions and diagnoses problems through discussion with users on a variety of subjects. Provide feedback by telling the requestor the action taken to resolve the problem or answer the question (within 8 hours during normal business hours) or for items which need to be elevated to an SME or site owner for resolution, provide an immediate acknowledgement reply to the requestor with steps taken to resolve issue or answer question and elevate to SME or site owner (within 8 hours during normal business hours). Respond to requestor with SME response NLT 48 hours. When replying to external DAU users, remove the SME and site owner contact information from the responses. Serve as a focal point for customer questions and concerns. Coordinate responses with appropriate site and content owners, elevate to appropriate DAU personnel as necessary.

(2) Provide support to end users on a variety of issues. Identify, research, and resolve content and technical problems. Respond to telephone calls, email and personnel requests for content and technical support. Elevate to the appropriate site and content owners, DAU IT, WLD or PLD personnel for resolution or response. The majority of helpdesk requests will be via email or from DAU Tier I Enterprise System Support.

(3) Develop, update, and maintain Knowledge Articles (SOPs), to include approved responses, for use on Frequently Asked Questions to support timely Tier I and Tier II support. (A33)

(4) Monitor, receive, and issue tickets in the DAU IT's Enterprise Support System (ESS) to communicate with DAU's Tier I support staff on tasks or problems to be responded to or resolved by DAU IT, and to monitor and assign access control based on the users DAU ID for various roles and responsibilities within the sites. Forward requests for DAUID single sign on access control to Tier I helpdesk. Respond to requests for assistance from tickets received in the ESS system within the timeframes allotted but no longer than 24 hours. Assign and maintain list of elevated rights to WLD and PLD sites, communities, and assets/tools. Include DAU.mil if included in the DAU.mil governance) to receive and process ESS tickets from the DAU IT Tier I helpdesk for WLD legacy systems, provide accessibility support.

(5) Coordinate with site and content owners to get pending suggestions and tasks approved in a timely manner.

(6) Provide role-based user training (A32) and technical and administrative assistance on the various systems, sites, assets, and repositories under this Task Order. Provide support to train users and editors on how to contribute content, blog, or collaborate or interact sites and tools

(7) Monitor and update broken links and create, in accordance with DAU.mil governance, and use Shortcut URLs where feasible. The Contractor shall coordinate the creation, and maintain a list of,

all Shortcut URLs (A17) and assist with integration of the various components, including coordination with DAU IT for the integration into the DAU.mil portal environment. When using Shortcut URLs the Contractor shall ensure dates are not used on surrounding text on pages where shortcut is used. Clean up content where dates already exist.

(8) The Tier II helpdesk personnel shall be knowledgeable, responsive, provide professional, positive, and friendly customer service as a reflection on DAU and WLD.

(c) Provide program and workflow support for ACQuipedia to coordinate and assist WLD PM, LPMs, LAMs monitor and update articles for currency, broken links, ensure timely automated notifications are responded to for validation of periodic reviews of content, metrics, ratings, feedback, archiving articles which are obsolete or not being maintained. Keep the WLD PM informed of progress and activity on the site. Provide support to the DAU.mil IPT for migration and integration into the DAU.mil portal environment. Provide continued O&M support once the subsystem is upgraded and or integrated into the DAU.mil portal environment. Costs for O&M for ACQuipedia shall be tracked under Paragraph 5.2.1.1 for the life of the Task Order.

(d) Provide program and workflow support for Ask-A-Professor to coordinate and assist WLD PM, Regional Reps, and faculty to respond to assigned questions in a timely manner (within 2 to 5 workdays). The Contractor shall have sufficient acquisition knowledge of the various acquisition functional areas/career fields to ensure questions are routed to the appropriate subject matter expert on the faculty. The Contractor shall coordinate and assist WLD PM, Regional Reps, and faculty monitor and update questions for currency, broken links, ensure timely automated notifications are responded to for validation of periodic reviews of content, metrics, ratings, feedback, archiving questions and answers which are obsolete or not being maintained. Provide support to the DAU.mil IPT for migration and integration into the DAU.mil portal environment. Provide continued O&M support once the subsystem is upgraded and or integrated into the DAU.mil portal environment. Costs for O&M for Ask-A-Professor shall be tracked under Paragraph 5.2.1.1 for the life of the Task Order.

(e) Provide Operations and Maintenance support, content management and update support for existing job support tools, such as Glossary, PS Roadmap, PS Toolkit, Should-cost, MDID in MOSS 2007. Work with Site owners, editors, and SMEs to update the metacards on PS Roadmap and MDID. Add shortcut URLs to various content within the sites where feasible. Work with site owners, editors, and SMEs to keep content current and user friendly. Provide program and workflow support to coordinate and assist the WLD PM and site owner monitor and update content for currency, broken links, analytics, feedback, archiving obsolete information or information not being maintained.

Keep the WLD PM informed of progress and activity on the site. Provide support to the DAU.mil IPT for migration and integration into the DAU.mil portal environment. Provide continued O&M support once the subsystems are upgraded and or integrated into the DAU.mil portal environment. Costs for O&M for these assets and tools shall be tracked under Paragraph 5.2.1.1 for the life of the Task Order.

(f) Defense Acquisition Portal:

(1) In accordance with DAU.mil portal governance, research DTIC and other appropriate sites for Federal, DoD, and Service Specific acquisition or acquisition-related laws, executive orders, policies, processes, regulations, directives, instructions, publications, administrative Instructions, and Directive Type Memoranda (DTMs) and update and maintain (link to Golden Source using Shortcut URLs) the central repository for DAP acquisition policy page (coordinate with the DAP owner). At a minimum, the repository should be segregated to filter via organizational type (Fed, DoD, Army, Navy, DISA, etc.), if applicable to the DAG (as identified by OSD DAG representative), functional/career field, and type of resource (laws, executive orders, policies, processes,

regulations, directives, instructions, publications, administrative Instructions, and Directive Type Memoranda (DTMs). This central repository content should be designed, filtered/tagged and managed to permit addition, editing, and tagging in a central location and dynamic streaming into various sites and communities based upon tagging. Site shall be updated not less than weekly and content changes should be identified in a blog or change announcement on the site. (DAP Policy Pages; will migrate as single site into the DAU.mil). Migrate content into the DAU.mil portal IAW portal governance. Maintain on DAP until content is migrated into the DAU.mil portal or DAP main site is decommissioned.

(2) Maintain the DAU Video Stream and video channels on the current DAP, current DAU sites, and as/if integrated into DAU.mil portal site, until new IT solution, (Kaltura has been acquired) has been deployed on the DAU site (anticipated in FY17). Troubleshoot and correct video display issues with DAU IT (owns the video upload and storage capability) and DAU Media Production (produces the formal DAU-branded videos). Maintain on DAP until content is migrated into the DAU.mil portal or DAP main site is decommissioned.

(3) Maintain, troubleshoot, and take corrective action on the central blog site, adding and deleting blog capability for blog users, training new bloggers and providing refresher training for current bloggers until content is migrated into the DAU.mil portal or DAP main site is decommissioned.

(4) Update and maintain site and content, including on the DAP Homepage, Career and Functional Gateways, ACQ P2L2 landing page, Industry site, and other DAP pages per site owner request until content is migrated into the DAU.mil portal or DAP main site is decommissioned.

(5) Update and maintain the DAP Applications page with ICON images, Shortcut URLs, and 508 description text for DAU sites, job-aides, guidebooks, training and learning sites, and other resources until content is migrated into the DAU.mil portal. Maintain on DAP until content is migrated into the DAU.mil portal or DAP main site is decommissioned.

(6) Provide program and workflow support to coordinate and assist the WLD PM and site owner monitor and update content for currency, broken links, analytics, feedback, archiving obsolete information or information not being maintained.

(7) Provide support to the DAU.mil IPT for migration and integration into the DAU.mil portal environment. Provide continued O&M support once the subsystem is upgraded and or integrated into the DAU.mil portal environment.

(8) Keep the WLD PM informed of progress and activity on the site.

Costs for O&M of DAP will be tracked under Paragraph 5.2.1.1 with components transitioning to Paragraph 5.2.2. as the component's content is fully integrated into the DAU.mil portal.

(g) Revise, and maintain Communities of Practice and Job Support Tools on the Acquisition Community of Practice (ECCO platform) until content ported to DAU.mil portal platform; Perform ACC migration tasks to port content from the ECCO platform to the DAU.mil portal platform.

(1) In the ECCO platform, the contractor shall troubleshoot and correct production problems related to software applications. Identify and recommend solutions for migration problems for integration, compatibility and differences in platforms for content migration from ECCO to SharePoint 2013.

(2) Consult with, DAU.mil IPT, project teams and end users to migrate and assess content of applications, contributions, and content accurately migrated from ECCO to SharePoint 2013. Respond to questions and answers received by [acc@dau.mil](mailto:acc@dau.mil) or ACC Chief editor email distribution regarding migration activities, provide status and metrics on CoPs and tools migrated, migrated and

user tested, and completed. Work with the CoP and JST owners and DAU.mil IPT migration team to provide an operational and functional SharePoint 2013 site on the DAU.mil portal for communities of practice and job support tools.

(3) Provide O&M support for current Acquisition Community Connection Communities of Practice and Job Support tools which reside in the ACC environment.

(4) For CoPs, project spaces or team spaces created on the ECCO platform. Notify the WLD CoP PM for approval prior to creation or major revisions (revision of more than 30% of the site). Ensure fields populated will migrate into the new SharePoint 2013 platform using templates and associated governance. Setup basic template or "shell" of CoP to include restriction settings, topics and other types of contribution pages to permit user to add and edit content. Create and add graphics for homepage and assist user with training and editing to establish the new site. Create a shortcut URL and add capability to capture analytics prior to deployment by incorporating DAU approved metrics code for tracking (currently Google Analytics). If a public CoP, add to main ACC homepage, and notify WLD communications of new site once deployed. Capture and report operational use and system statistics and report in MSFR (A2) (IC-TDL)

(5) Identify and correct problems with the ECCO software. Work with Sitrion to troubleshoot and repair or patch with approved software updates. Resolve problems with software and implements approved minor improvements or enhancements. Modify and maintain complex existing applications using Sitrion engineering releases and utilities from the manufacturer. (IC-TDL)

(6) Monitor and repair broken links, and monitor and remove contributions which contain information not releasable to the public which is on a publicly facing CoP or site.

(7) Keep the WLD PMs informed of progress and activity on the site.

Costs for O&M for the ACC Communities of Practice and Learning Assets and Job Support Tools shall be tracked under Paragraph 5.2.2 once integrated into DAU.mil portal. The ACC will be decommissioned once usable content has been migrated into the SharePoint environment.

(h) Make recommendations for enhancement or improvements, and implement WLD-LSC Director approved recommendations.

(i) Coordinate changes on various tools, CoPs, and sites with stakeholders and owners to changes on one tool do not impact other tools, CoPs, and sites.

(j) Prepare mockups, storyboards, and specifications for new development, upgrades and enhancements. (A17) (A31). Design, develop, test, implement, and document new software and enhancements of existing applications (IC-TDL). Work with WLD and PLD Business owners, project managers, developers, and end users to ensure application designs meet functional and business requirements. Recommend systems modifications to reduce user problems and costs.

(k) Monitor and report site metrics monthly. (A17) Assess and track system performance through operational monitoring and use of system statistics.

(l) Be responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user reference manuals for DoD RMF, development, upgrades, and enhancements and provide to WLD LSC Center Director, and DAU IA once approved. (A9)

(m) Coordinate with DoD IA to ensure security scan have been run periodically and respond to results. Take corrective action to correct scan results within WLD's or PLD's purview and notify and monitor actions for IA and IT or repair or correct. Identify, report, and resolve security violations as directed by DAU IA and

the cybersecurity clauses in the Task Order to ensure that all information systems are functional and secure. Establish and satisfy information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands in conjunction with DAU IA. Coordinate with DAU IT to support its efforts to implement policies, standards, guidelines, training programs, and plans for disaster recovery. Assist DAU IT with disaster recovery activities if needed. (A9)

(n) Coordinate with appropriate DAU IT and WLD teams to provide governance support, update designated sites with DAU taxonomy, EID Single Sign on capability, Metrics/Analytics, Section 508 and IT security compliance, training, technical and administrative support, and perform minor upgrades or enhancements.

(o) Coordinate with DAU.mil IPT to provide search optimization and enhanced discovery of information and content. Ensure content is current and relevant or the owner is notified so the content can be updated or archived. Provide operations and maintenance activities to enhance the owner and user experience, while providing a secure environment for the user and the content.

(p) Provide solutions which enhance ease of user contribution and maintenance, maintain workflows and notification activities. Set up and monitor restricted sites to ensure restrictions are maintained.

(q) Provide change management and configuration control. Provide documentation updates when coding is required. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. (A9)(A15)

(r). For Workflow Learning Assets and Job Support Tool listed in Attachment B, or others which are residing on the ACC ECCO platform, the Contractor shall provide continued O&M support, metrics, tracking, upgrades, conversion of guidebooks into web-enabled ebooks from Word and or .PDF documents via the migration conversion tool, and redesign/development of non-guidebook tools, such as the Government Property Toolkit into the DAU.mil portal tool site. (A9)(A15)

(s). Provide for minor upgrades and enhancements under the O&M support. A minor upgrade or enhancement, is defined as less than or equal to \$20,000 for total upgrade or enhancement or requiring less than two weeks in design, development, and prepped for deployment of existing Workflow Learning Directorate Legacy systems and subsystems, identified in Attachment A, Para. A.1.1 through A.1.11. An IC-TDL is required for A.1.10 ACC Communities of Practice or A.1.11 Job Support Tools, as long as they are on the ECCO platform. (Normal range for minor upgrades or enhancements for legacy systems in Attachment A, excluding Communities of Practice, is estimated at 1-2 per year after migration/upgrade deployment. (A9)(A15)

(t) For search, workflow and notification support on the various sites and assets/tools, analyze processes for possible re-engineering, based upon technical and migration issues and solutions as they relate to the current and future DAU.mil portal environment. Coordinate with site and asset/tool owners to integrate recommended processes with existing ones. Review and develop object and data models and the metadata repository to structure the data for better management and quicker access. (IC-TDL)

(u) Use knowledge and experience with cloud technology, database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (SQL) to support the WLD Business Owner on the DAU.mil portal environment.

(v) Generate, manipulate, and integrate pictures, graphic images or icons, animations, sound, text and video generated with automated tools into web applications and sites to support creation and development of web sites, communities of practice, workflow learning assets, online training directly supporting this Task Order and to support other tasks within the scope of this Task Order.



(w) Optimize “contribute once, use many,” centralized and streamed content management practices, Shortcut URLs, but also support owner/LAM customization and tailoring within the governance parameters of the DAU.mil on Shortcuts.

(x) Monitor governance compliance and elevate to the WLD LSC Center Director as necessary.

(y) Monitor content and contributions on the site for 508 compliance and remove sensitive, unclassified but controlled (FOUO), privacy act information and notify the contributor, site owner, and appropriate WLD LSC personnel regarding disposition.

(z) Provide customer service and technical support to WLD Center Directors and PM, DSMC and CCM Knowledge Project Officers, DAU Regional Leads and Representatives, and external customers to assist with training, and basic contributing, editing and management of content.

(aa) Monitor sites and put procedures (A33) in place to ensure content is current and relevant, old content is removed or archived, links are operational and correctly directed

(bb) Develop and maintain a list of Learning Asset Managers (LAMs) and site owners and editors and contact information for each system, subsystem, application/ site, community, team space, project space, Learning Asset/Tool. The list should also indicate site restrictions or public accessibility. (A17)

(cc) Use, coordinate the creation of, and maintain a list of all Shortcut URLs for use on the DAU.mil, legacy systems, and in DAU courseware, in accordance with DAU.mil governance. (A17)

(dd) Comply with all DAU governance, unless a deviation is approved in writing by the DAU TCOR.

(ee) Provide customer relationship management support and collaboration with users to understand the customer, identify real needs and implement solutions to meet those needs.

(ff) Ensure minimal to no interference with course instruction or student learning by coordinating with WLD and FLD Center Directors and PMs, FLD Learning Directors (LD), Product Regional Representatives, LAMs and Site owners to ensure minimal impact during upgrades, migration, or changes to content within sites or assets.

(gg) Collaborate with taxonomist implementing authoritative classifications and metadata associations to incorporate taxonomy and ensure traceability throughout legacy systems, subsystems, sites, assets, tools, repositories.

**Deliverables:** Various as identified in Paragraph 6.1.1 depending on the task being performed. Ad hoc meetings and reports (A17)

### **5.2.1.2 MAJOR UPGRADES OR ENHANCEMENTS TO WLD LEGACY SYSTEMS (IC-TDL)**

The Contractor shall provide major upgrades or enhancements (A9)(A15), **defined as greater than \$20,000** for total upgrade or enhancement or requiring more than two weeks in design, development, and prepped for deployment of existing Workflow Learning Directorate Legacy systems and subsystems, identified in Attachment A, Para. A.1.1 through A.1.9 and A.1.11) once the sites are upgraded from MOSS 2007 to SP 2013. Major upgrades and enhancements beyond SharePoint 2013 shall be in accordance with Paragraph 6.3.1 and as requested via IC-TDL for major upgrades/enhancements which have been developed on/integrated into the SharePoint/DAU.mil portal platform. The normal range for major upgrades would be no more than 1-2 per year. The normal range for smaller enhancements would be no more than 5-7 per year. It would be anticipated for the DAU.mil portal environment and legacy systems to be upgraded from SharePoint 2013 to at least SharePoint 2016 during the Task Order period of performance.

Incorporate approved innovation products and technologies into the sites (See Paragraph 5.2 for additional requirements for development).

**Deliverables:** Various as identified in Paragraph 6.1.1 depending on the task being performed. Ad hoc meetings and reports (A17)

### **5.2.1.3 UPGRADE MOSS 2007 TO SP2013 AND INTEGRATION WITH DAU.MIL (OPTIONAL TASKS A – H) (IC/SE-TDL)**

The Contractor shall support WLD and DAU IT to modernize and upgrade the WLD Legacy Systems/Subsystems identified in Attachment A, Paragraphs A.1 through A.9 from their current MOSS 2007 platform to a SharePoint 2013 platform, using responsive design, while maintaining or improving its access controls, dynamic content and filtering capabilities, document storage, streaming functionalities, metrics collection and reporting, ease of editing/maintaining, and workflow functionality. Enhancements for workflow and maintenance functionality, if any, will be provided in a request for project plan and revised cost estimate (SE-TDL) for MOSS 2007 to SP2013 upgrades. (See Paragraph 5.2 for additional requirements for development). (A2)(A9)(A15)(A33)

#### **Changes to Optional Requirements issued under IC-TDL #LSC-IC-17-001:**

- MOSS 2007 upgrade support for MDID, AAP, ACQuipedia, and Glossary, and PS Roadmap

The applicable PWS task/reference number:

- **PWS 5.2.1.3** Upgrade MOSS 2007 to SharePoint 2013 and Integration with DAU.mil (Optional Tasks A-H) for sites identified in Options B, C, D, E, and F

#### **Project reduced scope:**

- Provide development support to IT services for the **upgrades, migration and porting activities** of the following WLD Legacy Systems /Subsystems to DAU.mil portal environment.
- The contractor shall not be solely responsible for development of migrated systems, but instead offer ad hoc development support to the WLD LSC team and DAU IT team for MOSS 2007-related upgrades and migrations of AAP, ACQuipedia, MDID, Glossary, and PS Roadmap to DAU.mil SharePoint 2013 environment through October 31, 2017.

#### **Objective:**

- Provide programming background, advisement and expertise on migrating the AAP, ACQuipedia, MDID, Glossary, and PS Roadmap from the legacy MOSS 2007 platforms these applications currently exist on, to the new DAU.mil SharePoint 2013 environment.

#### **Desired outcome:**

- Timely and successful supplemental support of IT development team in migrating the AAP, ACQuipedia, MDID, Glossary and PS Roadmap to DAU.mil SharePoint 2013 environment.

#### **Performance standards:**

- The contractor will support the IT migration team (Lead role) to ensure that:
  - Migrated content is searchable and discoverable
  - Finished/migrated sites meets owners' and customer needs for purpose they were created
  - Migrated sites are compliant with DAU.mil governance and branding

- Quality and timeliness of migration/porting/upgrade services is on target, to include communications, training, governance, taxonomy, analytics, tracking and reporting, supports WLD migration timelines.
- The above performance standards/criteria for acceptance are found in IAW PWS Attachment C, Section B, Requirement #12, “Task 5.2.2 (jj) for sites in 5.2, 5.3, 5.4, 5.5 - O&M support services for upgrades, migration and porting activities from WLD and PLD Legacy Systems and Subsystems to DAU.mil portal environment”

**Proposed timeframes for completion of the work:**

- IC=TDL issued August 21-October 31, 2017

**Deliverables:**

- Document on a monthly basis any coding and/or programming advisement or support contributed during assistance phase (A9, A15)
- Provide status in monthly status report. (A2)

As the WLD Legacy Systems/Subsystems are transitioned and integrated into the DAU.mil portal, the Contractor shall emphasize user-generated content and maintainability, usability, enhanced content discovery and contribution, search optimization, mobility (build responsive design), security, taxonomy, ‘contribute once reuse many’ content management techniques, interoperability, enhancing the user experience, user collaboration, interaction, and connecting people to content and people to people, modern look and feel, ease of editing by owners/LAMs/editors, incorporation of approved Web 2.0/3.0 technologies and enhancements. Upgrades and enhancements will integrate and incorporate approved DAU.mil navigation, branding, governance, and interface functions.

Performance for Optional Tasks A, F, G, and H, if exercised, shall be IAW the procedures in Paragraph 6.3.2. An SE-TDL(s) will be issued with a more detailed plan once the determination to exercise any of these four Optional Tasks is made. Approved labor categories and rates IAW Paragraph 6.3.2 shall be used for submission. The anticipated periods of performance for the Optional Tasks are included in PWS Paragraph 7.1 (Period of Performance); however, the Government reserves the right to unilaterally change the PoP for these Optional Tasks before a modification is issued.

The planned phase (I, II, or III) for DAU.mil migration is included in the text below for each system/asset.

**Optional Task A: Defense Acquisition Portal (DAP), Attachment A, Paragraph A.1.1 (Phase I, II and III) (SE-TDL)**

The DAP will not be upgraded from MOSS 2007 to SharePoint 2013. Content will be migrated into the DAU.mil portal at various phases of the integration into the single Portal. Once the content is migrated, the DAP will be decommissioned. EID 2016, taxonomy, and Search capability may need to be upgraded on DAP components as a result. Specific details will be provided in the SE-TDL if the optional task is exercised.

**Optional Task B: Option Exercised – IC-TDL submitted for ad hoc assistance only, as DAU IT is leading upgrade effort. : ACQuipedia, Attachment A, Paragraph A.1.2; to include the following workflow and maintenance enhancements (Phase II and III)**

This should be support for an upgrade and integration of the existing ACQuipedia from MOSS 2007 to SharePoint 2013 with EID 2016, taxonomy, and search capability upgraded. Any new enhancements or changes to specifications, other than those listed below, would be added by modification after award using an SE-TDL, if the optional task is exercised with the initial award. Atch J.6 provides more information on

the ACQuipedia functionality and workflow. The contractor shall incorporate the additional design and development considerations for the upgrade identified in Paragraph 5.2.1.

Known enhancements to ACQuipedia 2.0 include:

1. Upgrade from MOSS 2007 to SharePoint 2013
2. Make "Last Reviewed Date" editable via the article landing page as all other fields are editable.
3. Add capability to capture the email address of any site user that submits a suggestion (via CAC)
4. Add capability in the system to automatically notify the submitter of a suggestion once their suggestion has been acted upon
5. Add capability to track and record all suggestions that come into the ACQuipedia site
6. Add a new button and capability under the "Manage Pending Articles" button on the home page entitled "Manage Assigned Articles" to permit LAMs to manage their assigned articles from a single location
7. Revise the automatic notifications related to the ACQuipedia site. Provide capability for site administrators (DAU PM, Contractor Support, and personnel on the [acquipedia@dau.mil](mailto:acquipedia@dau.mil) alias) to receive notifications related to any content change on ACQuipedia articles, not just notifications for status changes and suggestions
8. Change the "Related Articles" section header under the "Edit All" tab to "Related ACQuipedia Articles" to avoid any confusion
9. Add "Save in Draft" capability to suggested articles to permit saving and returning to complete suggestion at a later time.
10. Add functionality to include multiple links in the selectable volumes under differing names for the same ACQuipedia article. For example: Capability to add title "Performance Work Statement (PWS)" to the "P" volume in ACQuipedia and to link it to the original document "Statement of Work (SOW) - Performance Work Statement (PWS) - Statement of Objectives (SOO)" article under the "S" volume. Another example would be to add the title "Request for Proposal (RFP)" to the R volume and "Invitation for Bid (IFB)" to the I volume and have both link to the "Solicitations" article under the S volume. Succinctly stated:
  - a. To be able to add (preferably via Wiki-Editing interface) the different title (a.k.a. title alias) for an article, and keep the same article content.
  - b. To be able to add (preferably via Wiki-Editing interface) multiple different titles for an article.
  - c. To be able to list (dynamically) all the different titles in the corresponding volumes of the "Book" on the homepage.
11. Add optional functionality for internal links to open in a new window
12. Add capability to add footnotes to the ACQuipedia site
13. Add capability to automate the process to automatically assign to the Functional Learning Program Manager (LPM) to receive and review new article requests and submissions after the WLD Chief Admin approves the primary functional area of a new article request
14. Capability to set the default LAM article review frequency from overall 12 months for all articles to a capability to (1) set and change default settings on an article to article basis and (2) set and change default settings in a specific functional area to a specific default setting for all articles within that functional area
15. Work with DAU IT to change authenticated users who can submit feedback or make suggestions on the ACQuipedia site to include all DAUID account holders (currently only ACC account holders).
16. Add capability to set up automatic notifications to designated DAU personnel for comments and ratings
17. Add capability to identify and report name and or email address of personnel who archive an article. Add capability for personnel archiving articles to provide rationale for archiving and to retain information with name and email address. Add capability to generate and export an "Articles Archived" report to include this information.

**Optional Task C: Option Exercised – IC-TDL submitted for ad hoc assistance only, as DAU IT is leading upgrade effort.** Ask A Professor (AAP), Attachment A, Paragraph A.1.3, to include workflow and maintenance enhancements (Phase II and III)

This should be support for an upgrade and integration from MOSS 2007 to SharePoint 2013 portal with EID 2016, taxonomy, and search capability upgraded. Any new enhancements or changes to specifications

would be added by modification after award using an SE-TDL, if the optional task is exercised with the initial award. Atch J.7 a, b, and c provides more information on the AAP functionality and workflow. The contractor shall incorporate the additional design and development considerations for the upgrade identified in Paragraph 5.2.1.

**Optional Task D: Option Exercised – IC-TDL submitted for ad hoc assistance only, as DAU IT is leading upgrade effort.** DAU Glossary, Attachment A, Paragraph A.1.5 (Phase II and III)

This should be support for an upgrade and integration from MOSS 2007 to SharePoint 2013 portal with EID 2016, taxonomy, and search capability upgraded. Any new enhancements or changes to specifications would be added by modification after award using an SE-TDL, if the optional task is exercised with the initial award. Atch J.9 provides more information on the Glossary functionality and workflow. The contractor shall incorporate the additional design and development considerations for the upgrade identified in Paragraph 5.2.1.

**Optional Task E: Option Exercised – IC-TDL submitted for ad hoc assistance only, as DAU IT is leading upgrade effort.** Milestone Documentation Identification (MDID) tool, Attachment A, Paragraph A.1.6 (Phase II and III)

The contractor shall support the upgrade and integration from MOSS 2007 to SharePoint 2013 portal with EID 2016, taxonomy, and search capability upgraded. Any new enhancements or changes to specifications would be added by modification after award using an SE-TDL, if the optional task is exercised with the initial award. Atch J.8 a, b, and c provides more information on the MDID functionality and workflow. The contractor shall incorporate the additional design and development considerations for the upgrade identified in Paragraph 5.2.1.

**Optional Task F: SE-TDL submitted for ad hoc assistance only, as DAU IT is leading upgrade effort.:** DoD Integrated Product Support Implementation Roadmap (PS Roadmap), Attachment A, Paragraph A.1.7 (Phase II and III). The contractor shall support the upgrade and integration from MOSS 2007 to SharePoint 2013 portal with EID 2016, taxonomy, and search capability upgraded and anticipated enhancements. (SE-TDL)

The contractor shall support the upgrade and integration from MOSS 2007 to SharePoint 2013 portal with EID 2016, taxonomy, and search capability upgraded and anticipated enhancements. Specific details for anticipated enhancements will be provided in the SE-TDL if the optional task is exercised.

**Optional Task G:** DAU Video Stream, Attachment A, Paragraph A.1.4 (Phase I, II and III) (SE-TDL)

The contractor shall upgrade and integration from MOSS 2007 to SharePoint 2013 portal with EID 2016, taxonomy, and search capability upgraded, however will be integrated into the DAU.mil. Specific details for anticipated enhancements will be provided in the SE-TDL if the optional task is exercised. DAU has selected Kaltura as its new video platform.

**Optional Task H:** ACQ P2L2 &/OR Should-cost, Attachment A, Paragraphs A.1.8 and A.1.9 (Phase II and III) (SE-TDL)

The contractor shall upgrade and integrate from MOSS 2007 to SharePoint 2013 portal with EID 2016, taxonomy, and search capability upgraded, and anticipated enhancements. The ACQ P2L2 is a landing page for the Proven Practices and Lessons Learned and would be integrated into the DAU.mil. The Should-cost is a repository restricted to only DAW coded positions. Specific details for anticipated enhancements will be provided in the SE-TDL if the optional task is exercised.

**The government reserves the right to exercise any or all of the Optional Tasks A through H.**

Operations and Maintenance of the Legacy Systems currently on the MOSS 2007 platform shall be performed as Legacy Systems IAW Paragraph 5.2.1.1 for the life of the task order, unless the site is decommissioned. Operations and Maintenance once upgrades and integrated into the DAU.mil shall be IAW Paragraph 5.2.2 for sites that are decommissioned.

**For Options B-E:**

**Deliverables:** A2, A9, A15

STD: IAW # 3, 4, 5, 7, 8 of Atch C. QASP

AQL: IAW # 3, 4, 5, 7, 8 of Atch C. QASP

**For SE-TDLs Options:**

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

**5.2.2 OPERATIONS, MANAGEMENT AND MINOR UPGRADES/ENHANCEMENTS FOR DAU.MIL PORTAL DAU.MIL SYSTEMS/SUBSYSTEMS/SITES (NO TDL REQUIRED)**

DAU WLD Learning Solutions Center (LSC) Director is the Business Owner and Functional/Content lead for the DAU.MIL portal. The Contractor shall be knowledgeable in SharePoint 2013, portal development, and SharePoint and 3<sup>rd</sup> party applications to provide independent technical, functional, and information architecture support, design, development, integration, testing, search, and taxonomy recommendations and support to the WLD Business Owner. The Contractor shall collaborate with DAU IT, WLD LSC, DAU internal and external customers, users, and editors to provide user friendly, easily maintainable, and cost effective and affordable sites, assets, repositories, and tools under this Task Order.

In accordance with DAU.mil governance for the new DAU.mil portal site and this Task Order, the Contractor shall provide technical and administrative O&M support which includes but is not limited to:

(a) Research and provide recommendations for the addition of potential current and emerging technologies which could (1). Enhance user experience, (2). Improve content maintenance capability by the owner/editor or via automation, (3). Improve system performance, (4). Improve discovery of and findability of content, (5). Enhance collaboration and social aspects, (6). Improve and optimize mobile capability, (7). Enhance user self-help or "how do I" training, (8). Enhance teaching and learning. Implement approved recommendations.

(b) Provide Tier II helpdesk support, as described in Paragraph 5.2.1.1 (b), for the DAU.mil Communities of Practice, Workflow Learning Assets and Job Support Tools, Integrated DAG, Central Acquisition Policy site, Video stream, and other WLD and PLD owned and managed content and sites on the DAU.mil portal or Intranet site.

(c) Monitor and coordinate with DAU IT to ensure all DAU intranet and internet sites under this Task Order are operational before 7:30 a.m. EST, Monday-Friday and notify DAU IT, the WLD LSC Director and appropriate PM if the site is down as stated in Paragraph 5.2.1.1 (a)

(d) Provide O&M and Program and Workflow Support for integrated Defense Acquisition Guidebook solution

For all integrated DAG content, all MDID content, and appropriate Glossary definitions (identified in the DoDI 5000.02), provide site upgrade and enhancement support, update and maintain a DAG landing page to host content, content update and editing support, role-based training and access control as required, enhance search and mobile capability and optimization, ensure all changes or site impacts are coordinated and approved by the WLD PM and OSD (A)/AP before implementation. Create, update, and maintain a list of Shortcut URLs used on the integrated DAG (approximately 3000). (A17) Coordinate with DAU IT to create shortcut URLs and add shortcut URLs to various content within the DAG and associated integration documents. Provide administrative support for integrating and updating content between Glossary, MDID, DoDD 5000.01, DoDI 5000.02, and 5000.74, and other content (possible JCIDs etc.) The custom-built guidebook conversion tool will be used for the creating the majority of the DAG web content. Provide conversion and search optimization support. (IC-TDL) (A9) (A15)

Provide support to the DAU.mil IPT for migration and integration into the DAU.mil portal environment. Provide continued O&M and upgrade/enhancement (IC-TDL) support once the site is developed and or integrated into the DAU.mil portal environment. (A9)(15)

Keep the WLD PM informed of progress and activity on the site. Costs for O&M for the integrated DAG and landing page (excludes Glossary and MDID) shall be tracked under Paragraph 5.2.2. Costs for MDID and Glossary shall be tracked under Paragraph 5.2.1.1 for the life of the Task Order.

(e) Guidebook conversion tool. Use the conversion tool and ePub software to convert, publish, maintain and edit guidebooks, regulations, and other documentation into the custom-built conversion tool and integrated into the DAU.mil portal environment. Convert and maintain new guidebooks, regulations, manuals and other documentation using this tool for utilization by DAU faculty and students in the classroom and acquisition personnel on the job. Provide role-based training and access control as required. Integrate and maintain guidebooks in the Tools and Resources site for Guidebooks on DAU.mil portal site (IC-TDL)

Provide support to the Learning Solutions Center for migration and integration into the DAU.mil portal environment. Provide continued O&M and upgrade/enhancement (IC-TDL) support once the site is developed and or integrated into the DAU.mil portal environment. Propose recommendations for improvements/enhancements (A9)(15)

Keep the WLD PM informed of progress and activity on the site.

(f) Migrate from Sitrion ECCO, create new, revise, and maintain Communities of Practice, team spaces, and project spaces using appropriate templates as required by governance, on the DAU.mil portal platform IAW DAU.mil governance.

(1) SITRION ECCO MIGRATION TO DAU.MIL SHAREPOINT 2013 (PHASE I, II and III)(IC-TDL) In collaboration with the DAU.mil IPT, the Contractor shall extract and port the remaining Acquisition Community Connection content from the Communities of Practice, team spaces, project spaces from the Sitrion ECCO platform into the DAU.mil portal Communities of Practice, team spaces, project spaces custom-built SharePoint 2013 templates. The contractor shall use the custom-built conversion tool to migrate associated Job Support tools, identified in Atch B. As the Contractor ports the information onto the DAU.mil portal, the Contractor shall emphasize user-generated content and maintainability, usability, enhanced content discovery and contribution, search and mobile optimization, security, contribute once reuse many content management, interoperability, enhancing the user experience, user collaboration, interaction, and connecting people to content and people to people, modern look and feel, ease of editing by owners/LAMs/editors, incorporation of approved Web 2.0/3.0 technologies and enhancements. The Contractor shall ensure non-



interference with course instruction or student learning by coordinating with WLD and FLD Performance Learning Directors (PLD) and LAMs/Owners to ensure no impact during migration.

**Deliverables:** (A2)(A9)(15)(A33).

(2) Troubleshoot and correct production problems related to software applications and templates in the DITS environment, notify DAU IT via ESS ticket that correction is ready for deployment into production. Identify and recommend solutions for problems resulting from integration, compatibility and differences in platforms for content migration from ECCO to SharePoint 2013. (A9)(15)

(3) Work with new customers and WLD CoP PM to design, develop and maintain new Communities of Practice, Project Spaces and Team Spaces using DAU templates and out of box SharePoint 2013 capability.

(4) Provide training and role-based access control for contribution, editing, and administration. (A32)

(5) Provide O&M support for migrated Communities of Practice and Job Support tools which reside in the DAU.mil portal environment. Propose recommendations for improvements/enhancements

(6) For new CoPs, project spaces or team spaces created on the DAU.mil portal platform. Notify the WLD CoP PM for approval prior to creation of templates, tools, CoPs or spaces or minor revisions which require customized code (cannot be accomplished via out-of-box SharePoint). Must have IC-TDL to proceed. Continue cleanup and organization of migrated CoPs and spaces to improve customer usability, search capability and discovery of information.

Setup basic template or “shell” of CoP to include restriction settings, subsites, and other types of contribution pages to permit user to add and edit content. Create and add graphics for homepage and assist user with training and editing to establish the new site. Create a shortcut URL and add capability to capture analytics prior to deployment by incorporating DAU approved metrics code for tracking (currently Google Analytics). If a public CoP, add to main CoP homepage, and notify WLD communications of new site once deployed. Capture and report operational use and system statistics and report in MSFR (A2) (IC-TDL if costs >\$20K)

(7) Identify and correct problems with DAU IT. Work with DAU IT to troubleshoot and repair CoP sites and templates. Resolve problems with software and implement approved minor improvements or enhancements.

(8) Monitor and repair broken links, and monitor and remove content and contributions which contain non-releasable to the public information which is on a publicly facing CoP or site. Notify the owner of the site and contributor of removal.

(9) Keep the WLD PMs informed of progress and activity on the site. Estimate for adding new communities of practice valued <\$20K is 10-15 per year; estimate for additional project spaces and team spaces on internet site is 10-15 per year.

Costs for O&M for the ACC Communities of Practice and Learning Assets and Job Support Tools shall be tracked under Paragraph 5.2.2 once fully integrated into DAU.mil portal.

(g) Optimize “contribute once, use many”, centralized and streamed content management practices, such as Shortcut URLs, but also support owner/LAM customization and tailoring within the governance parameters of the overall site. Propose recommendations for improvements/enhancements

(h) Monitor governance compliance and elevate to the WLD LSC Center Director as necessary.

- (i) Monitor content and contributions on the site for 508 compliance, and remove sensitive, unclassified but controlled (FOUO), privacy act information and notify the contributor, site owner, and appropriate WLD LSC personnel regarding disposition.
- (j) Coordinate with DAU IT to design, build, and maintain landing pages for Workflow Learning Assets and Job Support Tools in the DAU.mil portal Tools and Resources site. (IC-TDL)
- (k) Integrate and maintain new Workflow Learning Assets and Job Support Tools in the DAU.mil portal Tools and Resources site.
- (l) Provide technical and administrative operations and maintenance, content management, workflow management support, monitor and assess performance, provide design, testing, development, and site administration support for communities of practice, collaboration spaces, tools and other WLD owned/managed subsystems/sites in the DAU.mil portal environment in accordance with DAU.mil and WLD governance.
- (m) Make recommendations for enhancement or improvements, and implement WLD-LSC Director approved recommendations.
- (n) Coordinate configuration management/changes on various tools, CoPs, and sites with stakeholders and owners so changes on one tool do not impact other tools, CoPs, and sites.
- (o) Prepare mockups, storyboards, and specifications for new development, upgrades and enhancements. (Designs, develops, tests, implements, and documents new software and enhancements of existing applications (IC-TDL). Work with WLD and PLD Business owners, project managers, developers, and end users to ensure application designs meet functional and business requirements. Recommend systems modifications to reduce user problems and reduce costs. (A9)(15)(A17)
- (p) Monitor and report site metrics monthly. Assess and track system performance through operational monitoring and use of system statistics.
- (q) Be responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user reference manuals for DoD RMF, development, upgrades, and enhancements for sites developed, upgraded or enhanced under this Task Order and provide to WLD LSC Center Director, and DAU IA once approved.
- (r) Coordinate with DAU IA to ensure security scan have been run periodically and respond to results. Take corrective action to correct scan results within WLD's or PLD's purview and notify and monitor actions for IA and IT or repair or correct. Identify, report, and resolve security violations as directed by DAU IA and the cybersecurity clauses in the Task Order to ensure that all information systems are functional and secure. Establish and satisfy information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands in conjunction with DAU IA. Coordinate with DAU IT to support its efforts to implement policies, standards, guidelines, training programs, and plans for disaster recovery. Assist DAU IT with disaster recovery activities if needed.
- (s) Coordinate with appropriate DAU IT and WLD teams to provide governance support, update sites with DAU taxonomy, EID Single Sign on capability, Metrics/Analytics, Section 508 and IT security compliance, training, technical and administrative support, and perform minor upgrades or enhancements.
- (t) Coordinate with DAU.mil IPT to provide search optimization and enhanced discovery of information and content. Ensure content is current and relevant or the owner is notified so the content can be updated or archived. Provide operations and maintenance activities to enhance the owner and user experience, while providing a secure environment for the user and the content.

(u) Provide solutions which enhance ease of user contribution and maintenance, maintain workflows and notification activities. Set up and monitor restricted sites to ensure restrictions are maintained.

(v) Provide change management and configuration control. Provide documentation updates when coding is required. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

(w). For Workflow Learning Assets and Job Support Tool listed in Attachment B which are incorporated into the DAU.mil portal environment, and for new assets and tools built IAW Paragraph 5.3, the Contractor shall provide O&M support, content editing and management support, metrics tracking, minor upgrades, conversion of new guidebooks and documents into web-enabled eBooks (ePubs) from Word and or .PDF documents via the migration conversion tool and incorporation into the DAU.mil portal site IAW DAU.mil governance.

(x). Provide for minor upgrades and enhancements under the O&M support. A minor upgrade or enhancement, is defined as less than or equal to \$20,000 for total upgrade or enhancement or requiring less than two weeks in design, development, and prepped for deployment. (Normal range for minor upgrades or enhancements for WLD or PLD managed sites incorporated into DAU.mil or the conversion tool and e-Reader for guidebooks is two (2) per year after migration deployment.) (IC-TDL)

(y) For WLD or PLD owned or managed sites and assets/tools, analyze processes for possible re-engineering, based upon technical and migration issues and solutions, and collaboration with DAU IT and its vendors, as they relate to the current and future DAU.mil portal environment. Coordinate with site and asset/tool owners to integrate recommended processes with existing ones. Review and develop object and data models and the metadata repository to structure the data for better management and quicker access. (IC-TDL)

(z) Using knowledge and experience with SharePoint 2013 and designing and building for mobile and responsive design, SharePoint 2013 applications and out of the box functionalities and features, plus possible 3<sup>rd</sup> party tool add-ins, the contractor shall support the creation and development of new sites and function as a SharePoint liaison between DAU IT and WLD Business Owner, providing independent judgment and expertise to make recommendations on DAU IT proposed designs, development, changes, search, access control, taxonomy, mobile and social aspects, content management, usability testing, operations and maintenance aspects, mockups and storyboards for the DAU.mil portal site. Assist in the evaluation and recommendation of application software packages, application integration and testing tools. Perform feasibility analysis on potential future projects to management. Use knowledge and experience with cloud technology, database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (SQL) to function as a liaison between the WLD Business Owner on the DAU.mil portal environment and DAU IT. (A17)

(aa) Generate, manipulate, and integrate pictures, graphic images or icons, animations, sound, text and video generated with automated tools into web applications and sites to support creation and development of mobile-friendly web sites, communities of practice, workflow learning assets, online training (A32) directly supporting this Task Order and to support other tasks within the scope of this Task Order.

(bb) Provide customer service and technical support to WLD Center Directors and PM, DSMC and CCM Knowledge Project Officers, DAU Regional Leads/Representatives, and external customers to assist with training, and basic contributing, editing and management of content.

(cc) The Contractor shall maintain and update communities of practice, team and project spaces, build and update SharePoint community and site templates, provide role-based access and training, create and maintain landing pages (using DAU.mil portal technology and governance) for new tools, and provide approved template, tools, and sites to DAU IT (on the DAU Development, Integration, Test, and Staging

(DITS)) for integration into the DAU.mil tool site. Provide administrative assistance to support community technical assistance and role-based access. Capture, analyze, and report metrics for all WLD sites. Capture and report operational use and system statistics and report in MSFR (A2)

(dd) Monitor sites and put procedures in place (A33) to ensure content is current and relevant, old content is removed or archived, links are operational and correctly directed

(ee) Develop and maintain a list of Learning Asset Managers (LAMs) and site owners and editors and contact information for each system, subsystem, application/ site, community, team space, project space, Learning Asset/Tool. The list should also indicate site restrictions or public accessibility.

(ff) Use, coordinate the creation of, and maintain a list of all Shortcut URLs for use on the DAU.mil, legacy systems, and in DAU courseware, in accordance with DAU.mil governance.

(gg) Comply with all DAU governance, unless a deviation is approved in writing by the DAU TCOR.

(hh) Provide customer relationship management support and collaboration with users to understand the customer, identify real needs, and implement solutions to meet those needs.

(ii) Ensure minimal or no interference with course instruction or student learning by coordinating with WLD and FLD Center Directors and PMs, FLD Learning Directors (LD), Product Regional Leads and Regional Representatives, LAMs and Site owners to ensure minimal impact during upgrades, migration, or changes to content within sites or assets.

(jj) Support migration, porting, and upgrade activities of WLD and PLD owned and managed systems, subsystems, repositories, CoPs, assets, tools, sites (collectively known as "sites") into the DAU.mil environment. Includes indirect support for Optional Tasks (not exercised) where Contractor staff is not directly porting, migrating, or upgrading the site. The Contractor shall:

- (1) Provide Tier II Helpdesk support to respond to ESS tickets and email distribution questions regarding migration, porting, and upgrade questions.

- (2) Provide communication and outreach for awareness, and role-based training support for customers

- (3) Create new or update governance, taxonomies, and analytics for new sites

- (4) Provide customer support to cleanup, arrange and integrate content, tailor to add features or functionality, set up restrictions and role-based access, and to add taxonomy on new sites to meet customer needs (within the guidelines of DAU.mil governance)

- (5) Test functionality of new sites

- (6) Track and report status of migration, porting, and migration activities, to include before/after analytics of sites to WLD LSC and PLD KR PM, and also track and report the number of and how many memberships for Communities of Practices, project spaces, and team spaces before and after.

- (7) Develop and maintain a list of all owners, editors, LAMs and points of contact for new sites.

- (8) Collaborate with and support WLD LSC and PLD KR, DAU IT, and Government vendors who are responsible for directly performing migration, upgrades, or porting tasks.

(kk) Troubleshoot and correct production problems related to software applications and templates in the DITS environment, notify DAU IT via ESS ticket that correction is ready for deployment into production.

Identify and recommend solutions for problems or improvements in DAU.mil portal environment. Implement as authorized.

(ll) Work with DAU internal and external customers, DAU IT, and WLD and PLD to design, develop and maintain new sites and templates which utilize out of box SharePoint capability, and minimize the use of custom code. Generate an automated process to provision/create new communities using the CoP, project, and team space templates. Approval must be obtained by the DAU TCOR prior to incorporating custom-code into a DAU.mil portal site.

(mm) Provide training and role-based access control on sites for contribution, editing, and administration.

(nn) Implement authoritative classifications and metadata associations to incorporate taxonomy and ensure traceability throughout DAU.mil portal environment.

**Deliverables:** (A2) plus various as identified in Paragraph 6.1.1 depending on the task being performed. Ad hoc meetings and reports (A17)

### **5.2.2.1 DEVELOPMENT/MAJOR UPGRADES/ENHANCEMENTS FOR DAU.MIL PORTAL ENVIRONMENT (IC-TDL)**

The Contractor shall provide new development, major upgrades or enhancements support (see additional development requirements under Paragraph 5.2), defined as greater than \$20,000 for total design/development, upgrade or enhancement or requiring more than two weeks in design, development, and prepped for deployment of the DAU.mil systems and subsystems once the portal is deployed. DAU IT will be technical lead for any major upgrades beyond SharePoint 2013 and WLD Learning Support Center is the business owner of the new DAU.mil portal. The WLADSS Contractor shall provide upgrade or enhancement support to the business owner, and shall be in accordance with Paragraph 6.3.1 and as requested via IC-TDL for major upgrades/enhancements which have been developed or integrated into the SharePoint/DAU.mil portal platform. Incorporate approved innovation products and technologies into the sites. It is anticipated that the DAU.mil portal environment and legacy systems will be upgraded from SharePoint 2013 to at least SharePoint 2016 during the Task Order period of performance. (IC-TDL)

Develop new systems or repositories, and custom-built templates and sites for WLD and PLD DAU.mil portal owned or managed sites or communities of practice (excludes JST guidebook conversion tool and e-reader which is included in O&M). Provides expertise in web design and development and content management and discovery. Provide major upgrades or enhancements in collaboration with WLD Business Owner, customer and site owner, and DAU.mil IPT. (Normal range for major enhancements >\$20K for custom-built templates is estimated at 5-6 per year; estimate for sites or repositories, including current MOSS 2007 asset/sites, is estimated 1 or 2 per year; and estimates for communities of practice is estimated 3 to 4 per year)

**Deliverables:** (A2) plus various as identified in Paragraph 6.1.1 depending on the task being performed. Ad hoc meetings and reports (A17)

### **5.2.3 WLD BUSINESS UNIT AND COLLABORATION INTRANET SITES (IC-TDL)**

In collaboration with WLD and DAU IT, the Contractor shall further provide site administration, updates, and maintenance of the Workflow Learning Directorate's DAU Intranet Business Unit site, currently consisting of a WLD homepage, and three subsites for the Innovation Learning Center, the Learning Solutions Center, and the Operations and Analysis Center. The current configuration is SharePoint 2013 Out-of-Box capability with some custom-built functionality.

The Innovation Learning Center supports an ideation, blog, lab support, and survey site with custom-built program and workflow management capabilities to be supported. The Contractor shall monitor and respond to questions and feedback received from various WLD email distribution addresses (eg #WLD-ILC, #WLD-Communications, WLD feedback). WLD also generates and maintains various collaboration sites on the Intranet generally with Out-of-Box SharePoint capability in support of its mission, such as the DAU.mil IPT collaboration site, the Job Support Tool collaboration site, the DAU.mil governance and taxonomy sites, etc. The contractor shall assist WLD with updates, workflow, and management of these sites, and the creation and support of new sites.

On the Operations and Analysis Center Business Unit site, the contractor shall create and maintain an interactive dashboard utilizing state of the art data visualization tools and industry best practices to provide business intelligence for workflow learning assets and DAU.mil web metrics. The dashboard will aggregate data from multiple sources, (as examples, but not exclusive to, Google analytics, SharePoint metrics, and Metrics-That-Matter data). The dashboard shall be web based and available on the WLD intranet site and provide an engaging, intuitive, easy to use interface to allow users to view, filter and drill through metrics for different customer types providing both actionable intelligence for asset owners as well as aggregate high level strategic insights for leaders. (See also Paragraph 5.6.2 (h)).

In accordance with Paragraph 6.3.1, IC-TDL, the Contractor shall develop a plan for upgrades or enhancements where custom-code is necessary prior to work for the WLD Business Unit or collaboration Intranet sites.

**Deliverables:** (A2) plus various as identified in Paragraph 6.1.1 depending on the task being performed. Ad hoc meetings and reports (A17)

#### **5.2.4 NEW DEVELOPMENT OF HIGH VISIBILITY SPECIAL SITES/REPOSITORIES/SYSTEMS/SUBSYSTEMS/LEARNING ASSETS (SE-TDL)**

The Contractor shall design, develop, test, enhance, debug, implement and maintain sites and systems for DAU special projects, upgrades or enhancements and sustainment support for high visibility, special projects, such as the addition of a new Better Buying Power community of practice or best practices repository as directed in policy or regulation, or by OSD or DAU senior leadership. These projects are generally short notice, short schedule, minimal guidance collaborations and WLD generally gets one (1) or two (2) custom built or major revision projects per FY. (See additional development requirements under Paragraph 5.2). An SE-TDL is required for development of a new Site, Repository, System, Subsystem or Learning Asset not built into the DAU.mil using SharePoint 2013. An example of this type of development includes the development of a new lessons learned repository or tool such as the Should-cost Best Practices Repository).

**Deliverables:** As Determined in the Modification / (SE-TDL)

STD: As Determined in the Modification / (SE-TDL)

AQL: As Determined in the Modification / (SE-TDL)

SE-TDL #ILC-SE-18-01: The contractor shall support WLD-ILC and PLD with the design and planning for the Enterprise Customer Relationship Management (CRM) system as described in the SE-TDL attached in ITSS. **See 5.3.2.1 below.**

### **5.3 TASK 3: DEVELOPMENT, OPERATIONS, MANAGEMENT, MODERNIZATION, UPGRADE/ENHANCEMENT OF WORKFLOW LEARNING ASSETS (T&M)**

### **5.3.1 DESIGN AND DEVELOPMENT OF NEW WORKFLOW LEARNING ASSETS AND JOB SUPPORT TOOLS (IC-TDL AND ICR TDLs FOR AD HOC DOCUMENTATION)**

Workflow Learning is a workforce driven, online learning experience, that builds on foundational concepts, where the user accesses focused resources, and Job Support Tools to enable learning in, and beyond, the classroom. A Learning Asset is an entity with learning content that is useful and contributes to the success of learning. These include but are not limited to courseware, lessons, videos, games, simulations, job aides, guidebooks, documents, and tools that can be used to cause learning and result in acceptable performance.

#### Workflow Learning Assets (WLAs)

Workflow Learning Assets are generally work-force driven, generated by bottom-up / crowd contributions, available online anytime, anywhere (i.e. beyond the classroom), related to focused topics by filling a learning gap or answering a specific question / non-sequential, are a resource or tool connecting people to content and/or people to people. WLAs are accessible and applicable at the time and point of need. They provide access to acquisition information to support job performance or may provide a way for the user to gain knowledge and maintain their currency. WLAs can (and should) be used to supplement and support foundational and performance learning but their primary purpose is to support the Defense Acquisition Workforce (DAW) in support of their programs at the time and point of need. They are available to the workforce 24 hours per day/seven days per week.

#### Job Support Tools (JST):

Job Support Tools (JSTs) are a subset of Workflow Learning Assets (WLA). JSTs can range from paper tools like the Risk Management Card, to spreadsheets, to more sophisticated tools that have program management workflow, filtering and search capability, such as the ACQuipedia, Ask-A-Professor, Milestone Document Identification, and the DoD Integrated Product Support Implementation Roadmap. Web enabled Guidebooks, templates, job aides and toolkits such as the PM e-tool kit are other examples of DAU JSTs.

Workflow Learning and Job Support Tools (JST) integrate formal and informal Learning Assets and other resources into comprehensive online tools which guide, inform, and assist acquisition workers to accurately complete a specific task within a given process, while allowing the worker to link back to other DoD/DAU Learning Assets for parallel training and process awareness as needed.

The Contractor shall design, develop, test, enhance, debug, implement and sustain new and existing Workflow Learning Assets (WLAs) and Job Support Tools (JSTs). Once the DAU.mil portal environment is completed, it is anticipated that a significant number of additional WLAs and JSTs will be developed as a part of this Task Order, based on recent analysis.

Most of these WLAs and JSTs will be developed to reside on the "Tools and Resources" site inside the DAU.mil portal environment or with the use of a custom-built guidebook conversion tool, but some may be developed in partnership with Foundational Learning Directorate or the DoD Services and Organizations to leverage their web systems. Guidebooks should include workflow, version control, incorporate a modern look and feel, promote user engagement, and be editable by the Government LAM or editor assigned to the guidebook without incurring additional developer costs.

The Contractor shall provide design, development, upgrade, enhancement, modernization, and sustainment support for various learning solutions such as web and interactive tools, simulations, games, media arts/3-D modeling and animation, video design and production, collaborative and interactive tools, simulations, e-readers/viewers, social and mobile tools, apps, learning templates and assets for creating tools, and other potential current and emerging technologies (disruptive and sustaining innovation). The Contractor shall identify, recommend, and once approved, implement commercial learning solutions and technologies to motivate and assist DAU faculty and staff to design, develop, publish, edit, and maintain Learning Assets

and Job Support Tools efficiently and with little or no developer support. The Contractor shall ensure an approved DAU Learning Asset Manager to provide support for development and content management after development has been identified and approved by authorized DAU personnel prior to building any WLA/JST.

The Contractor shall work with DAU WLD (ILC and LSC) and its customers to plan, define requirements, and design (e.g. mockups, storyboards) and develop, to include prototypes (if necessary) and developing test scenarios, and conducting operational/functional and user testing, to support the development of applications and delivery of production-quality solutions. (A9)(15)(A17)

WLAs and JSTs are categorized as Guidebooks, Small WLA/JST, Medium WLA/JST, and Large WLA/JST, as described below. An IC-TDL is required prior to development, major upgrades or enhancements of a Workflow Learning Asset or Job Support Tool under this Task Order to ensure requirements are defined, development approach is identified, requirements and funding have been approved, and ensure a Learning Asset Manager (LAM) (and a DAU Sponsor if customer is external to DAU) has been identified.

#### Guidebooks: (Phase I for migration)

Well-defined requirements, provided normally in .pdf or word format, such as a final completed Guidebook, Handbook, DoD Publication or extensive teaching note; may or may not have graphics, tables, and figures but shall utilize the custom-built guidebook conversion tool (see Atch J.10 for screenshots) for web-enabling into a mobile-friendly, user interactive guidebook which permits note-taking, high-lighting (in mobile), retention of user comments on own browser, search capability, URL linking capability within and external to the document; and some degree of simple development/integration work to port it onto the SharePoint platform. Permits easy user editing and maintenance from a source document. Conversion and cleanup of a single guidebook (approximately 40 pages with pictures and tables) to be properly formatted and converted is approximately 2 to 4 hours. Amount of Contractor effort estimated within a range of 2-4 hours per guidebook. Normal quantity range to be developed each year is estimated between 20 – 30 per year; base year of contract could be higher estimated at 50-75 during content migration. The contractor shall convert the guidebook and integrate it onto the SharePoint site in the "Tools and Resources" site. More complex guidebooks, such as the Cost, Pricing, Reference Guide (CPRG) or the Defense Acquisition Guidebook (DAG) may need a separate landing page in SharePoint 2013.

Note: The Contractor shall use the same conversion tool/techniques (Atch J.10) as the migration/conversion of the guidebooks in Attachment B, "Current List of Job Support Tools as identified by the ACC migration team" used for the Acquisition Community Connection migration of guidebooks from the Sitrion ECCO platform into the SharePoint 2013 environment. This is a custom-built, DAU owned conversion tool. The contractor will support future enhancements to the existing conversion tool or new tools, as necessary, during the life of this Task Order.

#### Small level WLA and JST:

Well-defined requirements, non-complex, soft-launch; little to no formal usability testing. Could be a video production, an app, a tool such as a risk card or template, the Government property toolkit at <https://acc.dau.mil/gpctoolkit>. Minimal coordination with the customer to understand requirements. Amount of Contractor effort estimated within a range of 40 to 265 hours per small JST. Normal quantity range to be developed each year is estimated between 20 – 30 per year.

#### Medium level WLA and JST:

Moderately defined requirements, complex design with portal "service" development; simple workflow, custom search/filtering and simple metrics reporting, soft-launch; formal usability testing possible, and Contractor supplied SME time may be required to baseline design, content, filtering, and workflow; an example would be graphical process representations such as exist in the PM Toolkit at <https://pmtoolkit.dau.mil>, or with filtering and simple workflow and user maintenance as in the Milestone Document Identification tool at <https://dap.dau.mil/mdid>. Moderate coordination with the customer to



understand requirements. Amount of Contractor effort estimated within a range of 750 to 1180 hours per medium JST. Normal quantity range for these estimated between 3 – 8 per year.

#### Large level WLA and JST:

The Contractor helps to define scope of solution and system application (GOTS or COTS); possible graphical interface design similar to the PS Roadmap at <https://dap.dau.mil/psroadmap>. Or complex design, integration, landing page, workflow and or metrics tracking as exists in ACQuipedia, Ask-a-Professor, or the Integrated DAG in Figure 5.4. Extensive portal "service" development; custom search integration utilizing existing hardware/software; soft-launch with formal usability testing. Amount of Contractor effort estimated within a range of 1500 to 2210 hours per large JST. Normal quantity range to be developed each year is estimated between 1 – 4 per year.

**Deliverables:** (A2) plus various as identified in Paragraph 6.1.1 depending on the task being performed. Ad hoc meetings and reports (A17)

***ALL NEW DEVELOPMENT, MODERNIZATION, AND MAJOR OR MINOR UPGRADES/ ENHANCEMENTS OF WORKFLOW LEARNING ASSETS AND JOB SUPPORT TOOLS SHALL BE ISSUED IN ACCORDANCE WITH PARAGRAPH 6.3.1 USING AN IC-TDL.***

### **5.3.2 OPERATIONS, MANAGEMENT, MODERNIZATION, AND UPGRADES FOR WORKFLOW LEARNING ASSETS AND JOB SUPPORT TOOLS**

See Paragraph 5.2.1.1 for O&M tasks related to existing Workflow Learning Assets and Job Support Tools currently residing on the Acquisition Community Connection, identified in Attachment B and residing on the ECCO platform. O&M shall be performed IAW Paragraph 5.2.1.1 until porting is completed and the ACC is decommissioned. Once ported, O&M will be IAW Paragraph 5.2.2 under the DAU.mil portal environment. Costs for O&M for ACC ported assets/tools shall be tracked under Paragraph 5.2.2, once ported.

See Paragraph 5.2.1.1 for O&M for the major existing legacy Learning Asset subsystems (included as Optional Tasks A – H, for upgrades), which currently reside in MOSS 2007, identified in Paragraph 5.2.1.3. The Contractor shall maintain the MOSS 2007 legacy system IAW Paragraph 5.2.1.1 until upgraded and migrated into the DAU.mil portal environment. These tools are to be integrated with the DAU.mil in Phase II. A determination by the Government will most likely determine tools, such as ACQuipedia, AAP, MDID, PS Roadmap, will be integrated into the DAU.mil portal environment for branding, navigation, search, taxonomy, EID single sign on, 508 compliance, responsive design, but not fully integrated due to workflow and content management requirements. Costs for O&M for partially integrated Assets/tools shall continue to be tracked under Paragraph 5.2.1.1. O&M costs for major assets and tools under 5.2.1.1 shall be tracked separately.

Existing major assets or tools upgraded from MOSS 2007 to SP2013 which are fully integrated into the DAU.mil shall be maintained under the O&M task for the DAU.mil portal environment once integrated. Blogs, landing pages, and central repositories on the DAP would be an example of this transitional cost tracking. Costs for O&M for fully integrated assets and tools shall be tracked under Paragraph 5.2.2.

O&M tasks and costs for new Learning Assets and tools developed under this Task Order shall be maintained in Paragraph 5.2.2.

**Deliverables:** (A2) plus various as identified in Paragraph 6.1.1 depending on the task being performed. Ad hoc meetings and reports (A17)

#### **5.3.2.1 Surge and Expansion Development and Sustainment (SE-TDL)**

When an SE-TDL is issued, the Contractor shall develop a plan using the approved labor categories and rates in accordance with **Paragraph 6.3.2** to provide additional services to design, develop, deploy, and sustain new Workflow Learning Assets and Job Support Tools above the normal range in each category. Work shall not commence until a task order modification has been signed by the GSA Contracting Officer.

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

## 5.4 TASK 4: DEFENSE ACQUISITION GUIDEBOOK (DAG) DEVELOPMENT, INTEGRATION, AND SUSTAINMENT (T&M)

### 5.4.1 DEVELOPMENT AND INTEGRATION (PHASE I AND II)

The Contractor shall coordinate with the WLD DAG Technical PM, OSD(A)/AP representatives, and the DAU.mil IPT to provide continued development and integration support for the converted Defense Acquisition Guidebook content from MS Word into an integrated web-enabled guide and the conversion tool (Figure 5.4).

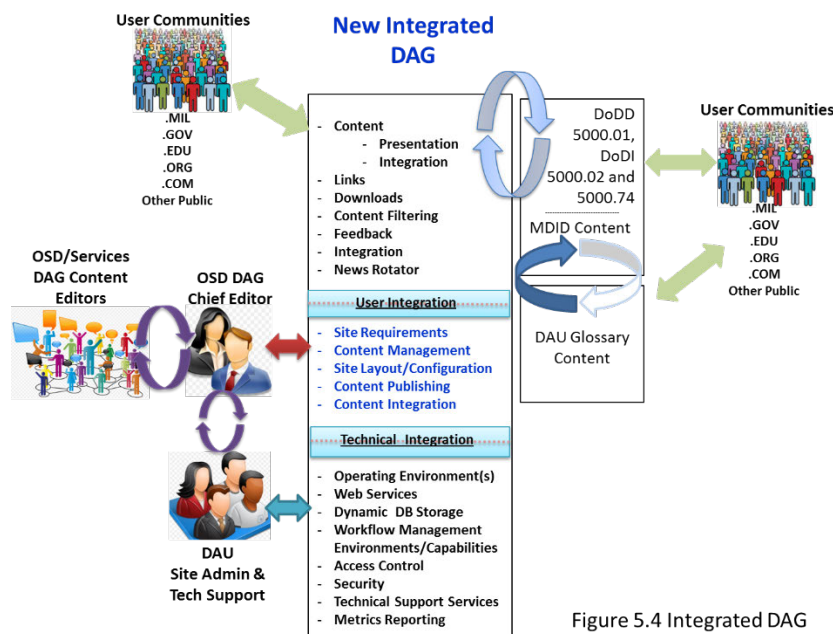


Figure 5.4 Integrated DAG

The integrated DAG has been converted using the same custom-built conversion tool/techniques as the migration/conversion of the guidebooks in Attachments J.10 and B, "Current List of Job Support Tools as identified by the ACC migration team" used for the Acquisition Community Connection migration of guidebooks from the Sitrion ECCO platform into the SharePoint 2013 environment. The current AKMS Task Order required, the 10 DAG Chapters, the regulations for DoDD 5000.01, the DoDI 5000.02, the DoDI 5000.74, and the DoDI 5000.75 to be converted using the conversion tool. This conversion is now complete. Updates, debugging, and maintenance of converted DAG and regulations, plus improvements to the conversion tool will be supported under this Task Order. Further integration with the MDID, Glossary, and 5000 series using Shortcut URLs is still pending. The DAG has been integrated into the Tools and Resources using a DAG home page in the SharePoint DAU.mil portal environment and will launch with the DAU.mil portal in February 2017. An enhanced search, testing to ensure links are accurate for discovery of

content, adding metrics, and ensuring accessibility workflow is correct and tested may need to be completed after deployment in the WLADSS contract.

The content for the initial Defense Acquisition Guidebook is 10 separate chapters but additional chapters and regulations may be added during the life of the Task Order and shall be converted using the conversion techniques/tools, and the use of Shortcut URLs, to ensure updates and ease of integration and maintenance between and within the various DAG chapter content and between other tools, sites, and regulations/guidance/policies. These other tools and guides include the DoDD 5000.01, the DoDI 5000.02, the DoDI 5000.74, the DoDI 5000.75, other DoD Publications, United States Code, Public Laws, and other policies/external memos, the Milestone Document Identification tool, the DAU Glossary, and possibly the PS Roadmap tool and ACQuipedia.

The Contractor shall coordinate the creation, and maintain a list of, all DAG Shortcut URLs and assist with integration of the various components, including integration into the DAU.mil portal environment.

The Contractor shall maintain and update the DAG landing page and guidebook workflow with appropriate access and approval workflow to host the DAG content within the DAU.mil portal environment, but which is consistent with the new DAU.mil operating environment, web services, storage requirements, workflow management environment and capabilities, security, access controls, branding, governance, metrics reporting and data collection methodologies, and search capabilities.

Users should be capable to search for DAG content only within the integrated DAG Chapters and components or from using normal DAU.mil portal search capability.

A workflow, with appropriate access controls, is required to permit OSD/Services Content Editors to remotely edit/update content in their respective chapters, with final approval for content changes by the OSD DAG Chief Editor.

**Deliverables:** A2, A9, A15

STD: IAW # 3, 4, 5, 7, 8 of Atch C. QASP

AQL: IAW # 3, 4, 5, 7, 8 of Atch C. QASP

#### **5.4.2 DEFENSE ACQUISITION GUIDEBOOK (DAG) SUSTAINMENT, UPGRADES, AND ENHANCEMENTS (IC-TDL)**

The Contractor shall provide Tier II helpdesk, integration, sustainment support, site administration, and maintenance for the new integrated Defense Acquisition Guidebook and its DAU owned/sponsored components (e.g. MDID, DoD 5000 series, Glossary), once developed and integrated into the DAU.mil portal. The contractor shall troubleshoot and debug, provide content updates and respond to questions, as approved by DAU DAG PM and OSD. An IC-TDL shall be issued for major upgrades or enhancements to the integrated DAG and the conversion tool. In collaboration with the WLD DAG PM, DAU IT, and OSD(A)/AP representatives, the Contractor shall update and maintain the integrated DAG and its components. Normal range for content updates, minor upgrades or enhancements <\$20K are 2-3 per year. (generally as DoDD 5000.01, DoDI 5000.02, DoDI 5000.74, DoDI 5000.75) are updated). Normal range for major upgrades >\$20K are consistent with DAU IT upgrades for SharePoint platforms, estimated 1 per Task Order period; enhancements >\$20K are estimated at 1 or 2 per year. Costs for O&M for the integrated DAG and landing page (excludes Glossary and MDID) shall be tracked under Paragraph 5.2.2. See also 5.2.1.1 for additional O&M requirements.

**Deliverables:** (A2) plus various as identified in Paragraph 6.1.1 depending on the task being performed. Ad hoc meetings and reports (A17)

## 5.5 TASK 5: PLD SYSTEMS/SUBSYSTEMS/SITES AND SERVICES (T&M)

### 5.5.1 KNOWLEDGE REPOSITORY (KR) SUPPORT

#### 5.5.1.1 *KR Legacy Systems/Subsystems/Sites Operations, Management, Modernization, and Minor Upgrades/Enhancements*

The Contractor shall provide products, via both physical and virtual environments, and exceptional user-oriented service, in support of the DAU Knowledge Repository, which satisfies the 21st Century Defense Acquisition Workforce's need for user-defined, job-oriented knowledge and situational awareness.

##### 5.5.1.1.1 Systems Administration for Knowledge Repository sites

The Contractor shall provide **systems administration services** from highly knowledgeable and experienced personnel who understand library and information studies, library science, the Department of Defense, acquisition, and business environment. Services and projects should be independently performed, managed and delivered with high quality results, analysis, and attention to detail, customer-focused, and within designated schedules/deadlines.

The Contractor shall provide systems administration and maintenance support for KR systems identified in Attachment A, paragraph A.2.1 DAU Knowledge Repository sites (Intranet and internet sites) as tasked below:

The Contractor shall provide:

**a. Sirsi Dynix Symphony Support.** Perform system administration for DAU Knowledge Repository (KR) SirsiDynix Symphony, including but not limited to, insuring daily back-ups are maintained, running system administration utilities, creating and modifying reports, customization and coding of the Sirsi interface, and coordinating vendor support with system vendor and DAU IT department. The Contractor shall sustain the KR SirsiDynix Symphony with a minimum 99% uptime.

The Contractor shall document SirsiDynix Symphony details and reports run on KR share drive SystemsAdmin Folder and a redacted copy of KR automated support form to be uploaded monthly on the WLADSS website. (A38).

**b. Project Support.** Design, develop, and maintain electronic interfaces on all KR websites, including but not limited to, updating, composing, and creating content in electronic format, performing coding in creating HTML5/CSS files, and performing coding to customize website using SharePoint and LibGuides or similar platforms. Collaborate with DAU IT to support authentication and EID single sign-on access, ensure knowledge articles are current for Tier I helpdesk support, ensure systems RMF documentation is updated and compliant, ensure systems security support, ensure established HTML5/CSS standards are consistently implemented on all PLD websites/electronic interfaces, and ensure Section 508 accessibility requirements and compliance on 100% of PLD websites/electronic interfaces under this Task Order.

Design, develop, and maintain data visualization products in response to KR tasking and Defense Acquisition Workforce (DAW) support and complete/upgrade data visualization projects monthly. Develop PLD applications in Microsoft, Android, and IOS environments.

Configure, support, and maintain KR Summon (federated search engine). The Contractor shall sustain KR Summon with a minimum 99% uptime.

Maintain EZProxy (or other authentication resource) and work with DAU IT to facilitate seamless authentication to licensed electronic resources.

The Contractor shall document project support details on KR share drive SystemsAdmin Folder and a redacted copy of KR automated support form to be uploaded monthly on the WLADSS website. (A39).

c. **FLD and WLD Support.** Collaborate with DAU IT, Foundational Learning, and Workflow Learning recommending appropriate interface and content for optimal development and fielding of DAU learning and knowledge assets. Develop and field DAU knowledge assets twice per month.

The Contractor shall document FLD and WLD details on KR share drive SystemsAdmin Folder and a redacted copy of KR automated support form to be uploaded monthly on the WLADSS website (A40).

d. **Training and Recommendations.** Research, plan, develop, and implement training for KR staff on new and emerging technologies monthly, and provide ad hoc training as needed. Explore, evaluate and encourage deployment of emergent technologies into KR programs and services. Monitor industry trends and best practices related to information access and discovery, and recommend improvements to existing tools and workflows as appropriate.

Recommend electronic materials purchases, based on historical analysis, that maintain and advance the KR resources throughout the DAU web presence.

Design research and information literacy instructional lessons on licensed/public domain resources and deliver Knowledge Sharing training monthly via various format deliveries (e.g., in person, email, phone, video, teleconferencing).

Market PLD resources promoting their value to DAU and the Defense Acquisition Workforce (DAW) through various DAU websites once per month.

The Contractor shall document training and technology recommendation details on KR share drive SystemsAdmin Folder and KR automated support form to be uploaded monthly on the WLADSS website. (A41).

e. **Taxonomy Support.** Collaborate with taxonomist implementing authoritative classifications and metadata associations ensuring traceability throughout KR and for the DAU.mil portal activities.

The Contractor shall document taxonomy support on KR share drive SystemsAdmin Folder and a redacted copy of KR automated support form to be uploaded monthly on the WLADSS website (A42).

f. **Database Administration.** Perform database administration duties in complex databases. In support of the KR Business Owner and Functional Lead, collaborate with DAU IT on the KR information technology infrastructure. Provide leadership in solving problems associated with delivery of electronic resources. Track, develop, and maintain usage metrics for online products and services used by KR and report to PLD KR leadership monthly.

The Contractor shall document database issues on KR share drive SystemsAdmin Folder and a redacted copy of KR automated support form to be uploaded monthly on the WLADSS website (A43).

The Contractor shall report database metrics monthly on the KR analytics website. The website will be updated monthly and a recap of performance metrics will be provided annually and uploaded to the WLADSS website (A44). Website / database usage metrics will be included in the monthly report (A2)

g. **Technical Support.** Collaborate with DAU IT for technical support for KR staff computers and equipment as needed. Maintain a collaborative working relationship with DAU IT. Support DAU IT with generation and updates to KR disaster response and recovery plan for physical and electronic assets, as required.

The Contractor shall document technical support on KR share drive SystemsAdmin Folder and a redacted copy of KR automated support form to be uploaded monthly on the WLADSS website (A45).

The Contractor shall create a folder under the KR SystemsAdmin Folder for disaster response and recovery plan for physical and electronic assets. (A46).

Performance for KR systems administration shall be in accordance with the following additional standards:

**For SirsiDynix tasks:**

STD: <https://www.loc.gov/z3950/gateway.html>

STD: <http://www.aacr2.org>

STD: <https://www.oclc.org/bibformats/en.html>

STD: <https://www.loc.gov/marc>

STD: The latest administrator training on current system version -

<http://www.sirsiDynix.com/services/training>

**For Project tasks:**

STD: <https://www.w3.org/standards/>

STD: <http://www.alastore.ala.org/pdf/0200-core-technology-competencies-for-librarians-and-library-staff.pdf> (Ch. 3 Management and Technology Competencies for the Systems Librarian)

STD: [LibGuides Community of Best Practices for Librarians](#)

STD:

<http://www.ala.org/educationcareers/sites/ala.org.educationcareers/files/content/careers/corecomp/corecompetences/finalcorecompstat09.pdf> (4. Technological Knowledge and Skills)

STD: <http://www.niso.org/publications/rp/rp-2006-01.pdf>

**For FLD and WLD tasks:**

STD: [ALA/RUSA's Professional Competencies for Reference & User Services](#) (refer to Access; Knowledge Base; Collaboration (Relationships with Users); and Evaluation and Assessment of Resources and Services)

STD: <http://www.alastore.ala.org/pdf/0200-core-technology-competencies-for-librarians-and-library-staff.pdf> (Ch. 3 Management and Technology Competencies for the Systems Librarian)

STD: <http://www.ala.org/acrl/standards/profstandards>

**For Training and Recommendation tasks:**

STD: <http://www.ala.org/acrl/standards/profstandards>

STD: <http://www.alastore.ala.org/pdf/0200-core-technology-competencies-for-librarians-and-library-staff.pdf>

STD: <http://www.ala.org/rusa/resources/guidelines/guidelinesintroduction>

**For Taxonomy Support tasks:**

STD: <https://www.loc.gov/marc>

STD: <http://www.aacr2.org>

STD: <https://www.oclc.org/bibformats/en.html>

STD: [http://www.niso.org/apps/group\\_public/download.php/12591/z39-19-005r2010.pdf](http://www.niso.org/apps/group_public/download.php/12591/z39-19-005r2010.pdf)

STD: <http://www.niso.org/schemas/iso25964>

STD: <https://www.loc.gov/library/libarch-thesauri.html>

**For Database Administration tasks:**

STD: Current administrator standards and guidelines for KR databases

**For Technical Support tasks:**

STD: <http://www.alastore.ala.org/pdf/0200-core-technology-competencies-for-librarians-and-library-staff.pdf>

Accomplishments, metrics and status for the KR systems support shall be reported in the Monthly Status and Financial Report (A2).

**5.5.1.1.2.** The Contractor shall provide **reference services** from highly knowledgeable and experienced personnel in library and information studies, library science, the Department of Defense, acquisition, and business environment. Services and projects should be independently performed and managed and delivered with high quality, meaningful and relevant results and analyses, with attention to detail, customer-focused, and within designated schedules/deadlines.

**a. KR Reference/ResearchRequests.** In accordance with ALA/RUSA's Professional Competencies for Reference & User Services (refer to Access; Knowledge Base; Collaboration (Relationships with Users); and Evaluation and Assessment of Resources and Services); ALA/RUSA's Guidelines for Behavioral Performance of Reference and Information Service Providers; and ALA/RUSA's Guidelines for the Preparation of a Bibliography, the Contractor shall successfully complete (normal range of 250-300 per year) reference/research requests including interviews research, delivery of search results in format requested, and follow-ups as appropriate. The Contractor shall integrate KR Summon (federated search engine) capability into KR tasks. The Contractor shall track Congressional legislation using CQ, Westlaw, and Congress.Gov databases where appropriate. The Contractor shall inform KR librarian team and incorporate leading-edge research and information technologies in support of KR tasks. The Contractor shall create bibliographies or similar guides including abstracts and APA citations as appropriate.

**Deliverables:** (A2). The Contractor shall document request details on KR share drive Reference Folder and a redacted copy of KR automated support form to be uploaded monthly on the WLADSS website (A23).

**b. KR Project Support.** In accordance with ALA/USA's Professional Competencies for Reference & User Services (refer to Access; Knowledge Base; Collaboration (Relationships with Users); and Evaluation and Assessment of Resources and Services) and ALA/RUSA's Guidelines for Behavioral Performance of Reference and Information Service Providers, the Contractor shall support DAU faculty and staff in on-going projects involving KR resources (normal range of 20-25 per year). The Contractor shall collaborate with the new DAU.mil environment team to recommend appropriate KR content to optimize value of KR resources. The Contractor shall work collaboratively and effectively with DAU faculty, staff, and students. The Contractor shall collaborate within DAU to support enterprise-wide teaching and learning initiatives within the Acquisition Learning Model (ALM) framework. The Contractor shall build relationships with DAU faculty, staff, and students in developing content for programs and tools that support optimal acquisition outcomes.

**Deliverables:** (A2) The Contractor shall document project details on KR share drive Reference Folder and a redacted copy of KR automated support form to be uploaded monthly on the WLADSS website (A24).

**c. PLD and KR Training.** In accordance with ACRL's Standards for Proficiencies for Instruction Librarians and Coordinators, the Contractor shall design research and information literacy instructional lessons (normal range of 35-40 per year) on licensed/public domain resources and deliver training via various format deliveries (e.g., in person, email, PowerPoint, phone, video, teleconference).

The Contractor shall also provide rotational support to operate, train, and disseminate content and displays for KR and DAU resources/assets from M-F, excluding Federal Holidays, from 8:00 a.m. to 2:00 p.m. EST in Bldg. 207, first floor (location and times subject to change periodically within the DAU Ft. Belvoir complex and throughout the Task Order period).

**Deliverables:** (A2) The Contractor shall document lesson details including all materials used in preparing instructional lessons on KR share drive Reference Folder and a redacted copy of KR automated support form to be uploaded monthly on the WLADSS website (A25).

**d. KR Dissemination of Content/Website Updates.** In accordance with LibGuides Community of Best Practices for Librarians, the Contractor shall create and maintain content for weekly newsletters (normal range of 2-5 per week), and create and maintain content for other subject-specific websites (normal range of 20-25 per year). Platform shall be similar to or possess similar capabilities to the current LibGuide content management platform and shall include any upgrades. The Contractor shall collocate, organize, and classify licensed/public domain resource content and provide associative insights/trends across spectrum of resources. Innovation reports shall be proposed to the KR Government PM (normal range of 1 per quarter).

**Deliverables:** (A2) The Contractor shall document content/website updates and supporting materials on KR share drive Reference Folder and a redacted copy of KR automated support form to be uploaded monthly on the WLADSS website (A26). The Contractor shall deliver proposed innovation in a quarterly innovation report (A27).

**e. Marketing of PLD and KR Resources and New Recommendations.** In accordance with ALA/RUSA's Professional Competencies for Reference & User Services (Marketing/Awareness/Informing) and (Evaluation and Assessment of Resources and Services), the Contractor shall continuously market and promote PLD and KR resources and shall recommend licensed or public domain resources (multi-format) to KR Government PM (normal range of 60 per year).

**Deliverables:** (A2). The Contractor shall document marketing and promotional details and supporting materials of PLD/KR resources and recommend resources on KR share drive Reference Folder and a redacted copy of KR automated support form to be uploaded monthly on the WLADSS website (A28).

#### **5.5.1.2 MIGRATE/PORT EXISTING KR SITES INTO DAU.MIL ENVIRONMENT (OPTIONAL TASK I)**

Para. 5.5.1.2 Phase 1: In coordination with the DAU.mil IPT, the Contractor shall develop a project plan, to include drawings/mockups, storyboards, workflows, user experience designs and test plans, migration activities/milestones, and recommendations on feasibility to migrate/port the existing DAU Knowledge Repository sites, assets, and content into the DAU.mil portal environment. (IC-TDL) (A17)

Para. 5.5.1.2 Phase 2: As approved by the DAU.mil IPT, the Contractor shall migrate/port existing KR sites into the DAU.mil portal environment. Phase 2 will not be funded until the Phase I plan has been approved. (Procedures in Paragraph 6.3.2, and approved labor categories and rates, will be used to initiate Phase 2 - SE-TDL) (A9)(15)(A17)

**For IC-TDL:**

**Deliverables:** (A2), (A17)

**For SE-TDLs:**

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification



### **5.5.1.3 Major Upgrades of Existing KR Legacy Systems, Subsystems, Components and Subcomponents (IC or SE-TDL)**

Major upgrades or enhancements, defined as greater than \$20,000 for total upgrade or enhancement or requiring more than two weeks in design, development, and prepped for deployment, of existing Performance Learning Directorate Knowledge Repository systems and subsystems shall be in accordance with Paragraph 6.3.1 and as requested via IC-TDL (This does not include migration into DAU.mil portal). Once systems are migrated into DAU.mil portal, major upgrades or enhancements for major Knowledge Repository Sites/Assets which are developed on/integrated into the SharePoint/DAU.mil portal platform shall be in accordance with Paragraph 6.3.1 and as requested via IC-TDL. (Estimated not more than 1-2 per year).

Once systems are migrated into DAU.mil portal, major upgrades or enhancements for Knowledge Repository Sites/Assets which are not developed on/integrated into SharePoint/DAU.mil portal shall be in accordance with Paragraph 6.3.2 and as requested via SE-TDL. The Contractor shall develop a plan using the labor categories and skill mix proposed in Paragraph 6.3.2 to provide additional services to design, develop, and deploy major upgrades and enhancements on PLD KR systems/subsystems initiated using an SE-TDL.

For IC-TDLs:

**Deliverables:** (A2), (A9), (A15), (A17)

For SE-TDLs:

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

### **5.5.1.4 New Development of KR Systems, Subsystems, Components and Subcomponents (SE-TDL)**

Design, development, and deployment of new Performance Learning Directorate Knowledge Repository systems and subsystems shall be in accordance with Paragraph 6.3.2 and as requested via SE-TDL. The Contractor shall develop a plan using the labor categories and skill mix proposed in Paragraph 6.3.2 to provide additional services to design, develop, and deploy new PLD KR systems/subsystems.

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

## **5.5.2 DAU ENTERPRISE TAXONOMY (FULL REPLACEMENT OF 5.5.2 TASKS DUE TO COMPLETION OF PHASE I TASKS)**

The contractor shall provide taxonomy subject matter expertise with a high level of experience in the area of managing corporate libraries and information centers designed to facilitate knowledge discovery, better informed decisions at all levels of organizations and DAUs external customers. The contractor will be required to interface and work cooperatively with DAU IT personnel (including other contractors supporting DAU directly or indirectly), and Academic personnel in order to provide a variety of consulting, training, as well as technical and administrative support for operating, maintaining, and improving SharePoint 2013 term store through automation.

The contractor shall support the Defense Acquisition University (DAU) Information Technology (IT) department in their effort to maintain a taxonomy designed to cover the broad defense acquisition body of knowledge capable of supporting the SharePoint 2013 Term Store information architecture to support DAU's one portal concept. The intent is to support the design of the portal information structure, to augment search in a way that will more accurately help with the discovery of existing knowledge, and to help catalog the defense acquisition body of knowledge as a whole.

The contractor shall provide expertise in developing strategic taxonomy implementation plans, training to existing personnel (including faculty, information technology support staff, and the existing knowledge repository support team) to execute and sustain the structure as future needs change, and to assist with DAU's efforts to develop governance/policy necessary to support the processes. The contractor shall complete the high level planning in a way to turn-over the execution to DAU employees and existing contractor support personnel.

1. Maintain DAU Taxonomies and Governance Structure. Facilitate updating the taxonomy and Thesaurus. Update Governance Structure using appropriate software to manage taxonomy in outyears. Update any training materials that might be required for new employees and on-going education.
2. Participate with DAU IT department on the integration of the Taxonomy with SharePoint/IT systems. Facilitate the Taxonomy team to create and update implementation plans for document/content/records based systems.
3. Develop taxonomies for newly identified areas of acquisition hierarchies.
4. Contribute to update Taxonomy test plan and Governance documents and taxonomy implementation plan to reflect current guidance.
5. Support the DAU Taxonomy Lead on the Taxonomy Integrated Product/Process Team (IPT), consisting of various DAU Leadership and Sr. SMEs, to identify gaps in the taxonomy, to develop and coordinate governance, training, improve processes, and changes/updates to the taxonomy
6. Review the taxonomy and approved classifications, governance structure and software recommendations to manage the taxonomy in the out-years, and training and on-going education recommendations to ensure familiarity with the work effort.

The Contractor shall:

**Taxonomy Governance, Communications, Training, Maintenance and Sustainment.** Manage, train personnel, maintain and sustain the DAU Enterprise Taxonomy and thesaurus through a taxonomy and thesaurus management software tool (synonyms, facets, related terms, scope notes) and in accordance with the Taxonomy Governance. Continually maintain and sustain the taxonomy. (see also PWS Para 5.9, 5.11 for clarification of Taxonomy Communication, Training and Governance requirements).

**Deliverables:** A2, Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

### **5.5.3 KNOWLEDGE REPOSITORY SURGE AND EXPANSION SERVICES AND SYSTEMS SUPPORT (SE-TDL)**

In accordance with Paragraph 6.3.2 and as requested via SE-TDL, the Contractor shall develop a plan using the labor categories and skill mix proposed in Paragraph 6.3.2, to provide additional services to

support the DAU Knowledge Repository service and site enhancements and growth, to include system/site administration support, applications development, reference support, archivists, catalogue librarians, data analysts, data miners, information systems analyst, law librarians, research historian, taxonomist, analytics, and writers. Specific tasks will be included in the SE-TDL and incorporated by modification.

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

#### **5.5.4 PLD MISSION ASSISTANCE BEST PRACTICES AND LESSONS LEARNED INTRANET REPOSITORY DESIGN, DEVELOPMENT, OPERATIONS, MANAGEMENT, MODERNIZATION, AND MINOR UPGRADES/ENHANCEMENTS (SE-TDL)**

The Contractor shall provide design, development, site administration and maintenance support for PLD Mission Assistance Best Practices and Lessons Learned Intranet Repository identified in Attachment A, Paragraph A.2.2. Once deployed, an IC-TDL shall be issued for minor upgrades or enhancements, which are identified as less than or equal to \$20,000 for total upgrade or enhancement or requiring more than two weeks in design, development, and prepped for deployment. In collaboration with PLD and DAU IT, the Contractor shall update and maintain the Performance Learning Directorate's Mission Assistance Best Practices and Lessons Learned Intranet Repository.

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

##### ***5.5.4.1 Major Upgrades of PLD Mission Assistance Best Practices and Lessons Learned Intranet Repository (SE-TDL)***

Major upgrades or enhancements, defined as greater than \$20,000 for total upgrade or enhancement or requiring more than two weeks in design, development, and prepped for deployment of existing Performance Learning Directorate Mission Assistance Best Practices and Lessons Learned Intranet Repository systems and subsystems shall be in accordance with Paragraph 6.3.2 and as requested via SE-TDL. The Contractor shall develop a plan using the approved labor categories and rates in accordance with Paragraph 6.3.2 to provide additional services to design, develop, and deploy major upgrades and enhancements on the PLD Mission Assistance Best Practices and Lessons Learned Intranet Repository.

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

#### **5.5.5 PLD BUSINESS UNIT AND COLLABORATION INTRANET SITES OPERATIONS, MANAGEMENT, MODERNIZATION, AND MINOR UPGRADES/ENHANCEMENTS**

The Contractor shall further design, develop, update, administer, and maintain PLD Business Unit and Collaboration Intranet Sites identified in Attachment A, Paragraph A.2.3. In collaboration with PLD and DAU IT, the Contractor shall update and maintain the Performance Learning Directorate's DAU Intranet Business Unit site which consists of a PLD homepage, and three subsites for Mission Assistance, Research, and

Knowledge Repository, to include the future Taxonomy site. The current configuration is SharePoint 2013 Out-of-Box capability with some custom-built functionality.

PLD also generates and maintains various collaboration sites on the Intranet with Out-of-Box capability in support of its mission. The contractor shall assist WLD with updates and management of these sites, and the creation and support of new sites. In accordance with Paragraph 6.3.1, and as requested via IC-TDL, the Contractor shall develop a plan for upgrades or enhancements where custom-code is necessary for the WLD Business Unit or collaboration Intranet sites. (IC-TDL)

#### **5.5.6 NEW DEVELOPMENT AND MAJOR UPGRADES OF PLD SYSTEMS, SUBSYSTEMS, COMPONENTS AND SUBCOMPONENTS (SE-TDL)**

Design, development, and deployment of new Performance Learning Directorate systems and subsystems or major upgrades/enhancements, defined as greater than \$20,000 for total upgrade or enhancement or requiring more than two weeks in design, development, and prepped for deployment of existing Performance Learning Directorate non-KR systems shall be in accordance with Paragraph 6.3.2 and as requested via SE-TDL. The Contractor shall develop a plan using the labor categories and skill mix proposed in Paragraph 6.3.2 to provide additional services to design, develop, and deploy new PLD systems/subsystems.

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

### **5.6 TASK 6: ANALYTICS COLLECTION, SORTING, ANALYSIS, REPORTING (IC-TDL) (T&M)**

DAU's mission success depends on the strategies and methods it employs to evaluate all of its Learning Assets. In accordance with DAU Directive 701, Learning Program Evaluation, as revised in 2016, DAU shall provide a continuous, robust evaluation program for formal and informal Learning Assets to ensure content is consistent, current, and relevant, and that our teaching and learning methods are designed to produce expected outcomes. The Foundation Learning and some Workflow Learning and Performance Learning activities employ the use of Metrics-that-Matter, while Workflow Learning and Performance Learning also employ the use of SharePoint and Google Analytics (free version) to measure and assess performance of its Learning Assets. As DAU continually refines its Acquisition Learning Model by developing and delivering support to the workforce and organizations onsite and through team training activities, it is equally important that it applies quality evaluation techniques to DAU Sponsored Workflow Learning (WL) assets, and a variety of our PLD Mission Assistance (MA) assets and activities, to include DAU Student Services and helpdesk support.

The Contractor shall ensure all data collected, assessed, and reported is current, accurate, and complete and consistently provided the same between PRS-Pres. and Directorates. IC(R)-TDL's shall be issued by the DAU TCOR to promote efficiency and avoid duplication of reports, presentations, and other analytics efforts across the DAU enterprise. The Contractor shall not provide analytics and metrics information without first having an approved IC(R)-TDL.

#### **5.6.1 PRS-PRES LEARNING ANALYTICS**

The Contractor shall support the Office of the President (PRS-Pres), Center for Learning Analytics:

- a. Facilitate and oversee the collection, analysis, and reporting of DAU Learning Asset feedback and data.
- b. Establish standard metrics and provide assistance and analytical expertise in interpreting and evaluating learning asset feedback and data collected.
- c. Collect, analyze, and report on KirkPatrick Levels 1-4 Evaluations for trends in data, systemic issues and enterprise issues to support analysis of DAU training and Learning Assets (A18)
- d. Collect, analyze, and report on KirkPatrick Levels 1-4 Evaluations for multi-year trends in data, systemic issues and enterprise issues to support analysis of DAU training and Learning Assets, starting with FY15-17 data and reporting annually thereafter (A19)
- e. Conduct multivariate analysis of Workflow Learning Assets (data currently collected from Google Analytics, and MTM surveys) and develop strategic measures for analyzing the quality and effectiveness of DAU Workflow Learning Assets; prepare presentations for Director to support quarterly Enterprise Performance Review Assessments (EPRAs) and to feed Performance Analysis Reviews (A20)
- f. Provide ad hoc support for Learning Asset Reviews, Board of Visitor (BoV) meetings, Monthly Operating Performance Reviews (MOPRs), and AT&L "Big Data" analysis, and Data Mart collection (as required). (A17, A21, A22)

**Deliverables for PRS-Pres:**

- (a) Data Curriculum Review of End of Year KirkPatrick Levels 1-4 Evaluations (A18);
- (b) Multi-Year Trend Analysis on Data Curriculum Review of End of Year KirkPatrick Levels 1-4 Evaluations Report (A19);
- (c) Multivariate Analysis of Workflow Learning Assets (A20)
- (d) Ad Hoc reports and materials for Learning Asset Reviews, Board of Visitor (BoV) meetings, Monthly Operating Performance Reviews (MOPRs), and AT&L "Big Data" analysis, and Data Mart collection (as required). (A17, A21, A22)
- (e) MFSR (A2)

**5.6.2 WORKFLOW LEARNING ASSETS ANALYTICS**

The Contractor shall support the Workflow Learning Directorate:

- a. Facilitate and oversee the collection, analysis, and reporting of WLD Learning Asset feedback and data.
- b. Identify, capture, track, analyze and report monthly on daily metrics for performance assessment of Workflow Learning Systems/Sites and Assets and assessment of effectiveness of implemented actions using Google Analytics (DAU currently uses free version), SharePoint Analytics, and other available third-party analytics and survey tools. Capture and report operational use and system statistics and report in MSFR (A2) (A21)
- c. Create and administer surveys (e.g. generate survey questions and populate tools) using Metrics-that-Matter, and other available tools, to collect and analyze users' feedback for continuing assessment of usability and relevancy of WL assets. Evaluate survey tools and update surveying instruments to stimulate and enhance response rate. Create targeted surveys to capture user feedback on specific areas of interest (normal range is between two to six surveys annually). (A17)
- d. Conduct trend analysis and analyze performance information, and where possible recommend corrective actions to reverse negative trends, and capture proven practices and lessons learned for all WL Assets and provide feedback, (including analysis and recommendations), in the Monthly Metrics Report (A21) to WLD OAC and LSC Directors for dissemination.

e. Provide metrics collection and analysis support for preparation of presentations for the WLD Director(s) to support Learning Asset Reviews (LARs), Monthly Operating Performance Reviews (MOPRs), Board of Visitors (BoV) meetings, and quarterly Enterprise Performance Review and Analysis (EPRAs). (A22)

f. Identify, assess, and report analytic collection and analysis tools that are compatible for use in a SharePoint environment. Include capability, ease of use and maintainability, and total cost of ownership in assessment. (A17)

g. Develop and maintain a DAU Analytics Plan, to include a roadmap, in coordination with the WLD OAC Director that includes a phased maturation of WLD analytics program from descriptive, through predictive and prescriptive usage. The DAU Analytics Plan shall be reviewed and updated annually, as approved by WLD OAC Director. Annual reviews shall include recommendations for continuous process improvement from previous iterations. (A47)

h. Create and maintain an analytics dashboard on a SharePoint site. A design mockup which enhances the user experience, and project plan shall be provided to the OAC Director prior to development. The Contractor shall review the dashboard on an annual basis and provide recommendations for continuous process improvement on the dashboard to the OAC Director. The Contractor shall incorporate approved recommendations onto the dashboard. An IC-TDL is required prior to incurrence of costs for creating the dashboard. (See Paragraph 5.2.3 also) (A17)

i. For the enterprise DAU.mil portal, the WLD systems/subsystems, and WLD Learning Assets, the contractor shall operate and maintain a web-based reporting tool (currently Google Analytics) to provide business intelligence and statistics on current usage. Usage statistics shall include, but not be limited to page views, most visited sites, highest ranked pages, mobile and user community statistics. The contractor shall use the reports to evaluate current site usage, track anomalies and spikes in usage, and make recommendation to the Government on ways to improve usability. The contractor shall also provide up to 10 ad-hoc reports per month to WLD centers or external DAU departments/centers. (A17)

j. Develop and implement a strategy that will takes WLD's analytics program from simply describing what has happened in the past to a world-class predictive analytics capability that can be used to mine data, identify patterns from past activity to determine what will happen in the future with respect to DAU customers and assets to leverage DAU resources and achieve the greatest return on investment. **(IC-TDL)**

#### **Deliverables for WLD:**

(a) DAU Analytics Plan (A47)

(b) Ad Hoc reports and materials for Learning Asset Reviews, Board of Visitor (BoV) meetings, Monthly Operating Performance Reviews (MOPRs), and AT&L "Big Data" analysis, and Data Mart collection (as required). (A17, A21, A22)

(c) MSFR (A2)

### **5.6.3 PERFORMANCE LEARNING MISSION ASSISTANCE/KNOWLEDGE REPOSITORY ASSETS ANALYTICS**

The Contractor shall support the Performance Learning Directorate provide analytics capability that enables DAU to extract and capture (real time) and forecast mission assistance accomplishments, challenges and areas needing improvement within the Enterprise; while providing for a user interface including an automated workflow internal/external web presence. (IC-TDL)

The Contractor shall:

a. Facilitate and oversee the collection, analysis, and reporting of PLD Mission Assistance and Learning/Knowledge Asset feedback and data.

b. Support Budget, Mission Assistance, and Scheduling data call activities. (A17)

- c. Conduct Trend Analysis on PLD various analytics activities using standard statistical trend analysis techniques monthly, or as otherwise required, to identify trends and areas of improvement. (A21)
- d. Prepare presentations for the PLD Director to support Monthly Operating Performance Reviews (MOPRs), Board of Visitors (BoV) meetings, and quarterly Enterprise Performance Review and Analysis (EPRAs). (A22)
- e. Create survey questions and populate tools, develop, track, analyze, and report results for Opinion Surveys for Mission Assistance (normal range between 5-10 surveys per year). (A17)
- f. Identify and recommend areas of improvement for beneficial/positive Return on Investment (ROI) for Mission Assistance. (A17)
- g. Develop queries and consolidate results into a report or briefing utilizing designated software such as 'Microsoft Applications for Analysis and Data compilation'. (A17)
- h. Maintain and update user interface including automated workflows for Internal/external PLD websites.
- i. Liaison with DAU internal/external clients for training and MA support activities.
- j. Develop, capture, analyze and identify predictive tools for DAU internal/external MA clients (A17)
- k. Identify metrics for use within the Mission Assistance Enterprise. (A17)
- l. Identify, develop, capture, analyze, and report social media metrics for the Mission Assistance Enterprise. (A17)
- m. Generate a single integrated report for corrective actions and analysis. (A17)
- n. Develop a MA Analytics report/briefing in/to include required ppt/xls/SP2013 depictions of data that show the data at multiple levels (e.g. enterprise, BU, MA Type/Category and the client Service/organization) to include the results of the analysis and any recommendations. (A29)
- o. Establish standard metrics and provide assistance and analytical expertise in interpreting and evaluating learning asset feedback and data collected.
- p. Collect, analyze, and report on KirkPatrick Levels 1-4 Evaluations for trends in data, systemic issues and enterprise issues to support analysis of PLD Mission Assistance training and Knowledge Assets (A18)
- q. Collect, analyze, and report on KirkPatrick Levels 1-4 Evaluations for multi-year trends in data, systemic issues and enterprise issues to support analysis of PLD Mission Assistance training and Knowledge Assets, starting with FY15-17 data and reporting annually thereafter (A19)
- r. Conduct multivariate analysis of Performance Mission Assistance training and Knowledge Assets (data currently collected from Google Analytics, and MTM surveys) and develop strategic measures for analyzing the quality and effectiveness of such training and assets; prepare presentations for Director to support quarterly Enterprise Performance Review Assessments (EPRAs) and to feed Performance Analysis Reviews (A20)
- s. Provide ad hoc support for Learning Asset Reviews, Board of Visitor (BoV) meetings, Monthly Operating Performance Reviews (MOPRs), and AT&L "Big Data" analysis, and Data Mart collection (as required). (A17, A22)

**Deliverables for PLD:**

- (a) MA Analytics Report/Briefing (A29)
- (b) Data Curriculum Review of End of Year KirkPatrick Levels 1-4 Evaluations for Performance Learning Mission Assistance training and Knowledge Assets (A18);
- (c) Multi-Year Trend Analysis on Data Curriculum Review of End of Year KirkPatrick Levels 1-4 Evaluations Report for Performance Learning Mission Assistance training and Knowledge Assets(A19);
- (d) Multivariate Analysis of Performance Learning Mission Assistance and Knowledge Assets (A20)
- (e) Ad Hoc reports and materials for Learning Asset Reviews, Board of Visitor (BoV) meetings, Monthly Operating Performance Reviews (MOPRs), and AT&L “Big Data” analysis, and Data Mart collection (as required). (A17, A21, A22)
- (f) MFSR (A2)

## **5.7 TASK 7: INNOVATION CENTER (T&M)**

DAU has been synonymous with innovation over the past decade, and it has won awards from organizations that benchmark Corporate Universities, Chief Learning Officers, and Knowledge Management professional organizations, based on its innovation. It is expected the WLADSS support Contractor shall enable DAU to continue this legacy in its efforts to innovate and continuously improve the systems, teaching and Learning Assets, and knowledge assets and learning delivery techniques and methods within the DAU mission. DAU is interested in remaining current and knowledgeable in the latest industry trends, methodologies, products, and services within its mission purview.

The WLD Innovation Learning Center (ILC) was created to provide for DAU’s present and future teaching and learning outcomes across the ALM through promotion of continual process improvement and enhancing, improving, repurposing DAU’s existing technologies and methodologies in innovative ways, and through the discovery, research, prototyping, and incorporation and adoption of promising new and emerging technologies, products, services, and methodologies from within the market place. Other than a Business Unit site on the DAU intranet and an ideation tool, the Learning Center currently operates in a virtual/not physical environment.

### **5.7.1 WLD Innovation Learning Center Support**

The Contractor shall:

- a. Provide technical, business, and communication support for the WLD Innovation Learning Center, to assist in building a DAU culture of creativity and innovation which can facilitate and influence innovation indirectly or promote innovation directly, to explore and provide expertise on innovative ideas and special projects in response to disruptive and sustaining innovation, emerging requirements, expectations, trends, and technologies that support learning and business solutions and asset development and delivery across the DAU Acquisition Learning Model mission areas. Establish a governance process to create close partnerships with DAU faculty and staff to share innovative goals and objectives and collaborate on results which make a real, measurable difference on an ongoing basis.
- b. Provide web-based content development, updates, and workflow management services for new innovation, ideation, crowdsourcing, surveys, mobile, web 2.0/3.0 technologies; developing and coordinating processes, procedures, tools, checklists, forms, spec sheets, request forms and other SoPs, documentation to streamline and enhance the user experience and submission requests to the ILC. (A31)
- c. Receive and upload faculty and staff requests for ILC assistance, not already submitted via web submission, into the WLD ILC i-Lab, Ideation or Survey site, communicating to ensure content is



understandable (normal range 6-8 per month). Monitor progress, and provide customer feedback for all ILC tasks. Monitor and maintain a log of all tasks on WLD-ILC BU intranet site.

d. Schedule, track, and videotape (using DAU provided capability and as permitted) 3<sup>rd</sup> party product demonstrations (normal range 5-8 per month). Capture minutes when videotaping is not permitted. Minutes shall be uploaded into the WLD-ILC BU intranet site, and videotapes shall be loaded into Raves, or other DAU approved storage bin, and linked to stream on the WLD-ILC BU site to permit viewing by internal faculty and staff. In accordance with DAU video procedures, the Contractor shall coordinate disclosure agreements with all external DAU personnel prior to uploading the video.

e. Ensure 3rd party vendors are aware of vendor's Contractor status providing support to DAU; for product demos and prototype usage in which the 3rd party vendor provides the same to the public (no DAU tailoring/modifications), the Contractor shall obtain and log a government approved product demo or prototype release form from the 3rd party vendor stating the vendor is aware DAU is conducting market research and is providing a service customarily provided to other customers free of charge for said product/service; and there is no charge to the government, and no future purchase or contingencies are provided as competition shall be sought.

f. Using ideation tools, surveys, focus groups, online crowdsourcing, etc, identify, research, and rank potential Workflow Learning Assets, other tools and technologies, events, and useful training to Defense Acquisition Workforce members (including tools the workforce already has that DAU could promote). Share results on WLD-ILC Business Unit site and with appropriate FLD, PLD, WLD, and IT, DAU enterprise PMs/IPTs, and Regional Leads/Reps, such as mobile, apps, games, gaming and badging, social, and DAU.mil.

g. Support the WLD ILC by utilizing a lab or demo environment at DAU, or other location if approved by DAU, to function as a clearinghouse for technology to enhance DAU's formal and informal learning, online systems, Learning Assets, classroom environments and tools, develop use cases both in the classroom and with web technologies. Use of virtual labs were possible and investing in technology as appropriate (graduated approach). If a lab or demo environment, other than at DAU is utilized, no official DAU licenses, tools or data will be utilized. (ILC-TDL)

h. Promote and facilitate faculty exploration and training by providing an exploration and demonstration environment for faculty to test different types of systems, technologies, and tools for design, development, and delivery of training in a safe environment.

i. Explore and provide an environment to test virtual world tools and determine how they can be best used to create meaningful immersive experiences in a 3-D world. (ILC-TDL)

j. Explore and provide an environment to test and evaluate emerging web-based applications and systems for learning delivery, eLearning, mLearning, asynchronous/synchronous learning, personal learning, simulation, cognitive computing, artificial intelligence, machine language, business intelligence, collaboration, mobile, games, video, web 2.0/3.0 and new and emerging technologies (disruptive and sustaining innovation relative to DAU's mission. (ILC-TDL)

k. Explore and provide an environment to test innovative classroom learning techniques, such as integration of storytelling, immersive classroom simulations/exercises, and the use of student response systems or polling to engage the learner and ensure knowledge transfer. (ILC-TDL)

l. Explore and provide an environment to test the use of high-definition video teleconferencing and similar technologies for classrooms and breakout sessions to enable real-time collaboration in an environment that feels similar to face-to-face discussions. (ILC-TDL)

- m. Explore and provide an environment to test display/screen systems to allow learners view multiple screens of content during presentations and learning experiences. (ILC-TDL)
- n. Test, train, and tutor faculty and staff in the new tools, systems, and approaches in a setting which permits trial and error, discussion, and experimentation.
- o. Collaborate with WLD ILC and FLD/PLD HQ staff to identify and catalog existing DAU products, product lines, and existing technology uses throughout the ALM and identify gaps. (A31)
- p. Assist with demonstration, design, prototyping, development & testing/user testing, feasibility studies, business case analysis, obtaining ALC and Tech Council approval, acquisition documentation, and dissemination for recommended enterprise technology solutions. (A31)
- q. Survey faculty and staff, and participate on various DAU IPTs (Social, DAU.mil, Lunch & Learns, etc.) and engage with FLD Learning Faculty support and PLD Mission Assistance Leads as requested, to identify and better understand possible uses for technology. Using crowdsourcing, challenges, or survey tools, create questions and populate tools, develop, track, analyze, and report results. (Normal range between 2-3 short surveys, challenges or campaigns per month). DAU currently uses Opinio for surveys. Publish internal surveys for all DAU organizations on the WLD-ILC intranet survey site. (A31)
- r. Proactively maintain and provide workflow management and user support for the WLD-ILC Business Unit intranet site, which includes but is not limited to the DAU internal ideation tool to capture of DAU ideas, ideas in action, ideas completed and dissemination. Responding to #WLD-ILC email, and draft blogs and marketing material about ILC activities. Development and dissemination of surveys and results, ideation activities, i-lab activities, a central document library for all WLD-ILC activities, a calendar, a blog, and market research results.
- s. Research and define requirements for acquisition of an ideation tool to permit the capture of ideas, support challenges and crowdsourcing on the DAU.mil portal for the Defense Acquisition Workforce. Ideation tool should be useable for formal and informal learning, provide process, status, polling/rating, discussions, analysis, reporting and exporting of ideas, challenges, and other activities. (A31) Coordinate with DAU.mil IPT and IT to integrate tool into DAU.mil environment; provide O&M and program and information workflow support.
- t. Lead project teams on various innovation lab projects to analyze new and complex project related problems and create innovative solutions involving contracting, scheduling, technology, methodology, tools, and solution components.
- u. Prepare long and short-range plans for innovation solutions to include selection, development maintenance, and production activities and for necessary support resources. (A17)

### **5.7.2 EVALUATION AND ASSESSMENT OF PROMISING CURRENT AND EMERGING TECHNOLOGIES**

The Contractor shall:

- a. Conduct strategic and tactical market research and report findings on a full range of teaching, learning and business solutions, technologies, products, services, and methodologies from technologically intensive solutions to moderate and simpler, low-technology. The Contractor shall document findings in a market research report and upload onto the WLD-ILC site. (A31)
- b. In collaboration with appropriate FLD, PLD, WLD, and IT, and DAU enterprise PMs/IPTs, support prioritization, writing specifications and requirements documentation, salient characteristics, market

research findings, business case analysis and alternative approach documentation, presentation material, and other documentation to obtain DAU requirements, and/or IT Technical Council approval, for products and technologies researched and evaluated in the Innovation Learning Center. (A31)

c. Coordinate with WLD ILC Director and DAU IT Enterprise Architect to ensure technical solutions for teaching, learning and business solutions, technologies, products, services, and methodologies are aligned with DAU core mission and business solutions.

d. Provide technical expertise to evaluate and assess a full range of teaching, learning and business solutions, technologies, products, services, and methodologies from technologically intensive solutions to moderate and simpler, low-technology. Provide feasibility studies as requested (normal range twelve (12) per year) (A31)

e. Identify and assess innovative ways to deliver and create new content and update courseware efficiently by evaluating new technologies and tools that shall enhance or provide new capabilities for the workforce and DAU faculty/staff. Identify technologies which can reduce costs and “time to market” for curriculum development, and which can permit development and publishing by the DAU SME (e.g. course manager, learning director, knowledge project officer or instructional designer) (A31)

f. Research the effectiveness of offering content through mobile and social solutions as stand-alone learning opportunities and as part of blended learning solutions. (A31)

g. Identify key DAU systems that should have a mobile component because of the nature of the product being delivered to the workforce. (A31)

h. Explore and evaluate promising current and emerging learning and learning delivery technologies and methodologies such as tablets, BYOD technology, cybersecurity, and devices, decision tools, expert systems, knowledge sharing tools, artificial intelligence, machine language, cognitive computing, text-to-voice, lecture capture, interactive, social/collaboration, micro-video, e-Readers, and mobile capability and other potential current or emerging technologies (disruptive and sustaining) for use in the classroom or online delivery (eLearning/distance learning, mLearning and informal web-based). Provide recommendations and best practices to WLD-ILC Center Director for consideration and approval by DAU IT. Share research and findings on the ILC online Central Library/research library (A31)

i. Explore adaptations to DAU current environment required for formal and informal learning content to be best delivered to students using mobile devices and potential current and emerging technologies or tools. (A31)

j. The DAU i-Lab is not a physical lab but a virtual lab (which currently does not exist). Identify hardware and software needed to create and operate in a virtual environment to provide the delivery of Learning Assets through virtual classroom experiences. Provide recommendations to Innovation Learning Center and DAU IT for consideration and ILC Center Director approval. (A31)

k. Explore cloud technology, security, storage, products, adaptations, and business and technical aspects to provide the delivery of Learning Assets through cloud technology. Cloud technologies and solutions must be approved in accordance with the DoD and DAU CIO policies. Provide recommendations to Innovation Learning Director and DAU IT for consideration and ILC Center Director approval. (A31)

l. Explore repurposing of DAU existing software, technologies and assets through identification of new capabilities and uses. (A31)

m. Review current DoD and DAU processes, procedures, policies, and methodologies and recommend changes/improvements to enhance efficient repurposing of existing technologies and the effective adoption and implementation of promising current/emerging technologies and methodologies, where needed. (A31)

n. Support DAU Benchmarking activities to assess best practices and lessons learned IAW Strategic Plan and Benchmarking Implementation Guide. (A31)

o. Assist DAU faculty and staff with implementing approved innovative ideas submitted through the ideation tool through recommended solutions, improvements, matchmaking, technical and business assistance, and research

### **5.7.3 MOCKUPS, STORYBOARDS, AND PROTOTYPES (IC - TDL)**

The Contractor shall:

a. Provide design mockups and storyboards, and revisions as needed, for prototype development or third party tool integration or assess/evaluate 3rd party design mockups/storyboards, to include user experience aspects, prior to approval to proceed for prototype development. Coordinate with the WLD-ILC Center Director, customer, DAU IT, and other appropriate DAU faculty and staff to gain mockup/storyboard approval, secure support from DAU IT, gain appropriate access to the DAU DITS environment or other virtual environment for prototype development, develop test plans, to consider user experience and ease/cost of maintenance and success criteria for prototype evaluation/assessment. DAU IT will review all test plans and success criteria for Contractor designed prototypes to prevent conflicts of interest. The final plan and success criteria will be approved by the WLD-ILC Center Director and customer. (Normal range is 30 to 35 ILC generated mockups/story boards per year) (A31)

b. Develop prototypes, integrate, or assess/evaluate 3rd party prototypes based on approved test plans and success criteria for prototype evaluation/assessment. The Contractor should maintain a SP environment (not cloud-based until DAU IT approves use) for development of new tools, prototypes, mockups, storyboards, innovation, templates, applications, subsystems/sites, to permit off-site development, and Government collaboration prior to staging into the DAU DITS/staging environment. (Normal range is 15 to 30 ILC generated prototypes per year) (A9, A15)

c. Develop test scenarios, and conduct operational/functional, and user testing, to support the development of applications and delivery of production-quality solutions.

d. Further develop, test, deploy and maintain approved prototypes. (Normal range is 10 to 20 ILC generated prototypes per year)

e. Further explore, develop, and test conversion of PowerPoint, Excel, and other document types, and improvements to formatting with Word documents, for the Guidebook conversion tool and other authoring tools. (A31)

### **5.7.4 LEARNING INNOVATION AND TECHNOLOGY ROADMAP AND RECOMMENDATIONS REPORT**

a. In coordination with the WLD ILC Center Director, and other WLD, IT, and DAU faculty and staff, the Contractor shall develop a joint government/contractor One-Year, Three-Year, and Five Year DAU Learning Innovation and Technology Roadmap to reflect DAU's current status and to plan where DAU should be in one (1), three (3) and five (5) years to remain best in class as an innovative corporate university. The roadmap should include a full range of technologies, products, services, and methodologies from technologically intensive solutions to moderate and simpler, low-technology innovations. The roadmap should consider the necessary "people, processes, barriers, and technologies" for DAU to achieve the goals and objectives identified within the roadmap. Approver of the Roadmap and any updates is the WLD ILC Center Director (A36)

b. Generate a milestone schedule using a phased or agile approach to implement recommendations in the roadmap. The contractor shall implement or support DAU in implementation of at least one (1) new innovation per quarter. (A36)

c. Each year the government and Contractor WLD team shall update the roadmap and develop a fiscal year plan of action and milestones that is driven by both the Innovation Learning and Technology Roadmap and DAU's annual Strategic (Performance) Plan of tasks. The present and future DAU fiscal environment will require innovative ideas to increase and improve capability at the lowest possible operating cost.

d. In coordination with WLD ILC Center Director, the contractor will design and maintain a DAU external site (IC-TDL) to generate DAU's and DAW's innovation and learning focus areas of interest, organize and communicate to industry for the submission of white papers. White papers will be disseminated to DAU Mid-level and Sr. leadership for selection of interest and invitation to a DAU Learning Technology and Innovation Workshop.

During each quarter of the Task Order, the Contractor shall host a smaller-scale one-two day WLD Learning Technology and Innovation Workshop, final agenda shall be approved NLT 45 days in advance by the WLD ILC Center Director (note: this is not like a full-scale vendor industry day) which will help WLD identify the most promising new disruptive and sustaining capabilities or cost saving initiatives for future budget years, and identify potential current or promising new technologies that may support DAU's long term roadmap. These workshops shall usually be held in early December, early March, early June, and early September timeframe to ensure there is adequate time to impact the following year's Strategic (Performance) Plan and budget requests. The final date for the workshops must be approved by DAU WLD ILC Center Director.

The contractor will coordinate invitations and logistics with the selected vendors to present a 20 minute each technical presentation at a quarterly Workshop. These Workshops will be coordinated by the contractor and physically hosted at Ft Belvoir with Go-to-Meeting or Skype or some telepresence capability to FLD, PLD, and all DAU colleges and regions. Focus areas must be approved by the WLD/ILC Center Director prior to release to the vendors. The contractor will collect and maintain which white papers were selected for funding, by who, and priority and report this information to the WLD ILC Center Director in the next scheduled Part B of deliverable A37 after completion of the Workshop. All white papers will be organized by workshop date and be uploaded onto the WLD ILC BU site for DAU review and selection, at least 45 days prior to the Workshop to permit DAU to have 30 days for review and selection. The external website does not need to be designed and deployed prior to initiation of the December 2017 workshop.

In collaboration with the WLD ILC Center Director, the Contractor shall also bring innovative improvement recommendations for technologies, learning delivery, tools, and methodologies through the submission of a quarterly Innovative Recommendations Report, (Part A, A37) for WLD to enhance customer intimacy and learning of the Defense Acquisition Workforce while reducing DAU costs. Every effort shall be made to convert operations and maintenance cost savings into new capability development efforts to improve the DAU digital presence, the DAU.mil portal environment and Workflow Learning Assets for the defense acquisition workforce and DAU's faculty and support team. These recommendations shall be presented at the WLD Technology and Innovation Workshop (Government only session) and documented in the Innovative Recommendations Report. The Contractor shall track and report monthly on innovation identified, recommended, and implemented (Part B, A37)

### **5.7.5 STUDIES, ASSESSMENTS, WHITE PAPERS, BRIEFINGS AND RELATED REPORTS**

The Contractor shall:

a. Customer Support Documentation. Document all research and findings for individual i-Lab customer requests based upon the type of activity requested. The i-Lab customer request form is an online SharePoint form, and the WLD-ILC Center Director will annotate the i-Lab request with the resulting performance outcome, and propose a contractor to support the requirement. The Contractor PM will

approve and assign/re-assign the work to be performed and it shall be used in lieu of an IC(R)-TDL for deliverables resulting from a customer request into the WLD-ILC i-Lab. For example, a request for an assessment of a product could include a needs analysis, use cases, market research report, specification checklist, business case analysis, and Tech Council briefing. Types of documentation (A31) required includes, but is not limited to: (normal range based on client demand for ILC services)

1. Needs Analysis,
2. Mapping/tracking to IT Business Solutions
3. Market Research Report,
4. Business Case Analysis,
5. Analysis of Alternatives,
6. Comparative Analysis Report,
7. Feasibility Study,
8. Recommended solutions,
9. White Paper (customer-driven)
10. Specification Checklists
11. Statement of Work (not for items to be acquired under this Task Order)
12. Documenting requirements
13. Summary Findings
14. Briefings/Presentation Material
15. Surveys/Polls,
16. Test scenarios,
17. Test Plans,
18. Test Results,
19. Use cases
20. ALM approval or Requirements Board documentation IAW LAMP Directive 709 to develop and fund a Learning Asset
21. Research findings and recommendations for Teaching, Learning, and Technology
22. Recommended improvements to methods or processes
23. Design Mockups or Story boards
24. Prototype plans, drawings and documentation
25. Activity Disposition results
26. Enterprise Support System (ESS) documentation
27. Capability assessments
28. Functionality assessments
29. Technology assessments
30. Tech Council or Change Advisory Board documentation
31. Benchmarking planning and results documentation
32. Assistance identifying current DAU governance for WLD product line

The Contractor shall evaluate potential impact to learning, user experience, and system/application performance, integration into DAU Learning Systems or DAU.mil SharePoint environment, as appropriate.

b. Special Studies and Analysis, White Papers, and Briefing Materials. (Normal range one to three per quarter) (A30)

At the request of the WLD ILC Center Director, or DAU TCOR, in accordance with Paragraph 6.3.1, the Government may request special studies, analysis, white papers, and briefing material with the issuance of an IC(R)-TDL. The Contractor shall identify, assess, and recommend industry best practices, promising current and emerging technology trends and teaching and learning techniques, which can be utilized within DAU to enhance our capabilities. The Contractor may be asked to execute special studies and analyses, White Papers, and Briefing Materials focused on innovative approaches to improve capabilities, execute tasks, reduce risk, and/or reduce the cost of operations, the latest industry trends in the functional and technical areas supported under this Task Order, research and identification of system requirements and recommendations of technology solutions, research and investigation of promising current and new technologies and their possible use with DAU systems, mobile and social applications, Learning Assets,

and teaching and learning applications/methodologies, evaluation of current technology, platforms, and operations to seek improvement and to optimize DAU business processes, to identify and recommend best practices and best technology for DAU needs and responsibilities, or for functional or performance problems, provide DAU with technology evaluations regarding specific issues such as areas of possible cost savings or state of art IT approaches that would improve DAU products or services, performance, enhance user experience, ease of maintenance, or reduce costs.

**Deliverables for 5.7:** Accomplishments and status of tasks shall be included in the Monthly Status and Funds Report (A2). (A9), (A15), (A17), (A30), (A31), (A33), (A36), (Parts A & B A37)

## 5.8 TASK 8: COMMUNICATIONS AND OUTREACH (T&M)

The Contractor shall:

a. Work proactively and collaboratively with WLD Directors/Center Directors and DAU Communications to develop, update, and implement successful communication and social strategies, as approved in the DAU Social Strategy and the Workflow Learning, Communications and Outreach Plan. Collaborate with various departments on developing special communications, social, and outreach plans and updating them as needed. Includes creating graphics and infographics that can be used for social media campaigns, website banners, and articles both in print and online, as well as the copy to accompany social media posts, website outreach content, blogs, news articles, and newsletter online (webpage) and potentially for print or PDF. (A2, A17)

b. Work proactively and collaboratively with WLD Directors/Center Directors and DAU Communications to develop a targeted content marketing strategy for strategic and tactical marketing of Workflow Learning Assets and content to the Defense Acquisition Workforce. (A2, A17)

c. Develop and maintain a communications and tracking website that contains a log of all the campaign activities, audience, collateral that has been developed, such as a graphics repository for easy retrieval by tags and subjects, links to the content for easy re-use, and analytics around reach and efficacy of each campaign or collateral. Tracking site should be holistic and include media campaigns on WLD assets that are produced by corporate communications on DAU's behalf. Collect, maintain on the site, and monitor analytics to identify results and trends in best use of communication and marketing channels and to assess impact on communication, marketing, outreach and social plans. (A2, A17)

d. Ensure that projects follow and are compliant with latest versions of DAU and WLD communications plan (Atch J.1, Workflow Learning Communications and Outreach Plan), DAU Social Strategy, and DoD Directives on communications, outreach, and social activities. Perform reviews and quality control functions of communication correspondence and documentation to ensure messages adhere to the WL communications' standards. Ensure that WLD product promotions are in line with DAU's corporate brand. Ensure DAU has appropriate rights to disclose and distribute content/images/material and is not infringing on copyrights through dissemination. (A2)

e. Update semi-annually the Workflow Learning Communications and Outreach Plan, ensuring integration/coordination/synchronization with PRS-Pres Strategic Communications team. Periodically review for currency and relevancy, and archive content when no longer current/relevant or to allow for traceability of policy-directed changes. Assist PRS-Pres update the DAU Social Strategy annually, as requested. (A2, A17, A52)

f. Assist and coordinate with DAU visual arts and video production departments to prepare videos, presentations, communication and outreach materials, provide production management, to include developing scripts and storyboards, and other content for print, digital/electronic and social media. (A2, A17)

- g. Generate new techniques to make communications more effective. Explore new formal and informal communication and social channels for possible use by DAU to reach the Defense Acquisition Workforce externally and the DAU faculty, staff, and students internally. (A2)
- h. Ensure a deep understanding of the DAU and WLD vision, mission, and objectives and the various acquisition functions and topics for which DAU provides training to the Defense Acquisition Workforce. (A2)
- i. Draft promotional content while considering the best dissemination channel to reach the intended target audience for the web, email, social sites, classroom, courseware, conferences and other events. (A2)
- j. Present communication releases and outreach activities, to include assessment of effectiveness/ineffectiveness to the WLD Directors and Center Directors on a monthly basis. (A2)
- k. Function as the WLD communications focal point to disseminate approved communications and outreach content and materials for the WLD team and provide feedback on those communications activities. (A2, A17)
- l. Solicit and consolidate activities from the WLD Government team for the DAU Weekly Activity Report (WAR) and provide to the WLD Deputy Director by assigned deadline. (A17)
- m. Plan and participate in two (2) DAU conferences (at Ft Belvoir) per contract year to display and demonstrate WLD and PLD innovations, learning and knowledge assets and systems. Plan and remotely assist regional representatives with outreach activities in DAU regional locations (normal 2 activities per region per contract year) to display and demonstrate WLD and PLD innovations, learning and knowledge assets and systems. (A2)
- n. Coordinating with the WLD Directors and Center Directors, develop and execute a three-month plan for the Monthly Focused Communications Campaigns (Page 8 of Atch J.1, Workflow Learning Communications and Outreach Plan) on a quarterly basis. (A17)
- o. Collect and analyze data to determine best media/social channels for specific types of content and provide resulting effectiveness/ineffectiveness. Prepare a report and disseminate results of analysis on a quarterly basis. (A17)
- p
- p. Provide target-specific communication services. Draft and follow up on project Communication plans and schedules. (A2, A17)
- q. Proactively promote WLD and its Learning Assets, Job Support Tools, Systems/Subsystems, Innovation activities and events through developing and disseminating high-quality communication and layout material. Compose related correspondence when requested. (A17)
- r. Proactively collaborate with WLD teams to assimilate novel communication, outreach, and social opportunities and educational trends. Advise team members on communication strategies to follow for achieving project goals. Advise on communication material for resolving issues and utilizing opportunities effectively. (A2)
- s. Analyze and report on success of communication campaigns and report them to the WLD Directors/Center Directors monthly. (A2)
- t. Develop a marketing campaign for the deployment of new Workflow Learning Innovation Activities, Systems/Sites, and Assets.



u. Develop and update monthly, a visually engaging, e-newsletter webpage with what is happening in WLD for the DAUNet. Webpage should be updated monthly with new content, graphics and an engaging infographic each month.

**Deliverables:** Accomplishments and status of tasks shall be included in the Monthly Status and Funds Report (A2). Scheduled and Ad hoc deliverables shall be as indicated in Para 5.8 and 6.1.1 Deliverable No. A17.

## **5.9 TASK 9: WLD/PLD WLADSS TASK ORDER, DAU.MIL AND WORKFLOW LEARNING ASSET/ACTIVITY TRAINING (T&M)**

The Contractor shall

- a. Develop and implement the approved training plan for delivery of training to DAU faculty and staff (internal) and the Defense Acquisition Workforce (external) (A17)
- b. Support the development of training materials/content and facilitation and delivery of training through various methods, including online, brown bags, Faculty Development, Lunch and Learns, Lync and Learns, DAU LMS, and other delivery methods.
- c. Curate content for in-line (in-context) self-help tools in the DAU.mil portal environment, and WLD Legacy Systems/Subsystems/Tools, and Learning Assets, as applicable.
- d. Support/provide training for:
  1. Role-based training to support the tasks under this Task Order, such as On-Demand user training on roles and responsibilities for community and team/project sites. Roles include User/contributor of information and content, and site capabilities, Editor/Moderator, Site Administrator for DAU.mil, WLD Learning Subsystems, and Assets
  2. Software, Application, and Platform training (e.g. SharePoint) Online “how do I” just in time training
  3. New Technologies, Tools, Methodologies to promote early adoption by DAU faculty and staff.
  4. Training to promote community-based contributions, interaction, content-sharing and collaboration.
  5. DAU Faculty and Staff (FPD or similar training on social, mobile, and knowledge sharing and Learning Assets, new technology, tools)
  6. WLD process and procedures (e.g. how to request assistance from innovation lab)
- e. Identify best approach, assess, design, and conceptualize training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies to promote use and communication of DAU.mil, WLD and PLD sites, repositories, and assets.
- f. Develops and revises training products to support use and communication of DAU.mil, WLD and PLD sites, repositories, and assets.
- g. Trains DAU, DAW and other users and editors for initial and refresher training by conducting periodical workshops or group training, and one-on-one sessions, as needed, plus incorporating and integrating “how-to” or FAQ types of training assets into the site, repository, or asset.

h. Provide training support to DAU internal and external faculty, staff, and customers to support all tasks within the scope of this Task Order.

i. Develop training materials and associated content for asynchronous learning in support of how to use the new DAU.mil portal and SharePoint best practices. Provide instructor led training on same topics (IC-TDL). Typical topics could include: DAU.mil portal governance, tools and resources governance, community governance, SharePoint basics (role-based), advanced SharePoint (role-based), content contribution, how to create 508 compliant tools, documents, videos.

j. Ensure all training materials are 508 compliant.

k. Training and Communications for DAU Enterprise Taxonomy

1. Communicate information regarding all aspects of the taxonomy on the DAU intranet and through other media as approved in the communication plan for taxonomy information and guidance via other media to communicate to DAU Enterprise information regarding all aspects of the taxonomy. (A49)

2. Create, update, and maintain training materials and courseware to facilitate training and on-going education based upon the recommendations from the taxonomy team. (A49)

3. Provide site administration and user training in collaboration with DAU IT (multiple sessions quarterly) to DAU faculty and staff (via Skype or telecom if presenting to regions) on utilization, execution, and sustainment of the taxonomy structure as future needs change. (A49)

4. Disseminate approved information and guidance using various communication and social channels IAW DAU Directives and as approved by DAU Taxonomy Lead. (A49)

5. In coordination with DAU IT, the Contractor shall develop and maintain a "Taxonomy information and Guidance" site on the DAU Intranet/SharePoint site (most likely on the PLD Business Unit site) NLT 90 days after TO award. The Contractor shall coordinate with the DAU Taxonomy Lead and IPT and provide a design mockup for review and approval to the Government. (A49)

**Deliverables:** Accomplishments and status of tasks shall be included in the Monthly Status and Funds Report (A2). (A17), (A32), (A33) (IC-TDL)

## 5.10 TASK 10: ACCESSIBILITY ON MOBILE DEVICES AND SOCIAL SITES

In accordance with the DAU Mobile and Social Strategies, the Contractor shall:

- a. Research the need and best approach to securely host and access mobile apps, tools and technologies on the DAU intranet and internet, and improve Bring Your Own Device (BYOD) capability at DAU. Using the DAU mobile strategy as a baseline, and in coordination with the WLD-ILC Mobile Lead, develop a 1-, 3-, and 5- year Mobile roadmap and plan of action, to include total cost of ownership and implementation schedule, to design, develop and maintain mobile content and tools, which will be located on or integrated with the new DAU.mil portal or intranet. The mobile plan, design mockups, and schedule shall be submitted for review and approval to the Government NLT 6 months after TO award. The plan shall be updated annually. Any products, services or other associated assets designed as new or altered for mobile should be 508 compliant and accessible by way of the forthcoming DAU.mil portal, specifically designed using responsive design, in Html5, Javascript, and CSS3 (other technologies must be preapproved in writing by the WLD-ILC mobile lead and DAU CIO) to be consumable across a variety of mobile platforms without need for or reliance upon platform-specific (iOS, Windows, Android) apps. For individual products or proposed solutions, the Contractor shall also provide a design mockup and plan, to include user experience

testing, plus revisions as requested, to the DAU TCOR and WLD Mobile Lead for approval prior to development. The Government will have 14 business days for review and comments. The Contractor will update mockups and plans as approved. (A54).

b. Identify key systems, tools/applications, and interfaces that must have a mobile component because of the nature of the product being delivered to the workforce. For example, online games are typically accessible through mobile devices. (A53)

c. Research the effectiveness of offering learning content through mobile solutions (mLearning) as stand-alone learning opportunities and as part of blended learning solutions. For example, a mobile web site is better to use for specific types of learning content versus a mobile app. Research total cost of ownership. (A53)

d. Identify and evaluate Web 3.0 and other technologies for potential use, while identifying risk and security concerns, for implementing with mobile and social within the DAU environment. (A53)

e. Track and report the types of mobile devices used by customers to access the various DAU.mil portal sites and Learning Assets. Submit with WLD OAC analytics.

f. Determine customer needs for mobile and social sites to determine the best methods to deliver learning through social sites and mobile devices using ideation, crowdsourcing, formal technology surveys, system feedback channels, ratings, and other survey methods. Approval for surveys to external DAU customers must be approved in advance by the DAU TCOR and in accordance with OMB and DoD policies on surveys. (A53)

g. Evaluate social collaboration and networking tools for potential enterprise implementation for mobile use. Work with communications, social, and analytics to monitor metrics on web and social sites to determine best sites to market content on WLD and PLD mobile systems/assets to the Defense Acquisition Workforce. (A53)

h. Deliver developmental and operational testing and planning support by working with DAU to 1). Ensure Learning Assets and sites placed on the DAU.mil are developed using responsive design, optimized for mobile, and can be integrated within the DAU.mil portal environment; 2). Determine which WLD and PLD legacy systems, subsystems, applications, Learning Assets, Job Support Tools, sites, services or other associated KM/KR assets are best suited as viable candidates for conversion and presentation on mobile devices, and which can be economically converted to promote Bring Your Own Device (BYOD) within the DAU Learning Environment. (A17)

These plans will be made in alignment with DAU's mobile strategy to A) utilize built-in mobile capabilities of DAU's existing system platforms, if possible, B) develop new mobile assets and tools as required by users, and C) leverage existing GOTS/COTS mobile tools and applications when necessary. Research and recommend mobile apps on DISA's approved app list for possible use in learning. (A53)

i. Collaborate with the WLD Innovation Learning Center Director and the DAU mobile IPT to further identify new and emerging mobile technologies, development tools, and to promote mobile learning in the classroom and on the job. (A53)

j. Collaborate with WLD and FLD to prototype, develop and deploy apps, mobile games, podcasts, and other approved technologies. Design and develop a DAU mobile app prototype NLT 30 January 2018. (A9), (A31), (A15).

k. Stay current on the latest and future trends in mobile and social technologies. Review and provide recommended updates to the WLD-ILC Director for the DAU Mobile Roadmap and Strategy on an annual basis (Initial due NLT 15 Feb 2018 ; updates annually NLT 10 Nov each year). (A54)

Deliverables – Task status and accomplishments in MSFR (A2), other scheduled and ad hoc white papers, plans/test plans, metrics, and recommendations (A17), (A9), (A31), (A15), (A53), (A54).

## 5.11 TASK 11: DAU.MIL AND WLD/PLD GOVERNANCE

The Contractor shall:

a. Provide drafting, approval coordination by appropriate DAU personnel, finalization, dissemination, annual reviews and revisions, change management and configuration control, and archiving of governance documentation to support the new DAU.mil portal environment, and the WLD/PLD Directorate tasks under this Task Order. Examples of such governance documentation shall include Standard Operating Procedures, Process and Workflow Drawings/Documentation, Configuration control documents, Content and Change Management documents, Roles and Responsibilities, Site access procedures, “How-to” documentation, Responses to frequently asked questions (FAQs), and Knowledge base articles for Tier II support and to provide to DAU IT’s ESS Tier I Helpdesk.

b. Work collaboratively with WLD Directors/Center Directors and DAU.mil Governance Working Group (GWG) to develop and maintain a governance plan for the DAU.mil portal environment ensuring integration, coordination, synchronization with WLD OAC governance team. Periodically review plan for currency and relevancy, and to allow for traceability of policy-directed changes. (A17, A51)

c. Develop, assemble, and maintain the DAU.mil governance documentation, for WLD approval, and develop, configure and maintain the associated governance SharePoint site and continue to expand this site to include all WL sites and assets, such as ACQuipedia, Ask-A-Professor program, videos collection, and other major job-support-tools.

d. Develop and maintain Learning Roadmaps for each key role identified in the “Governance and Training for DAU.mil Portal” website for the DAU.mil sites and each learning asset. These roadmaps serve as “one-stop shop” training sites for key portal roles. Provide hands-on training for users requiring in-depth assistance.

e. Develop and maintain in-context self-help tools for the new DAU.mil applications, job support tools, and DAU collaboration workspaces, consisting of the Communities, as well as project and team sites. These self-help tools will be simple instructions that will encourage user engagement and participation.

f. Maintain Taxonomy Governance.

1. Maintain the Governance and Implementation plan, and update as required (A48)

2. Update and maintain workflows, activity logs and other documentation required by the taxonomy governance plan (A48)

3. Create, manage, and update the taxonomy governance within the approved governance structure, and generate new governance, for approval, for taxonomy structure and processes as future needs change. (A48)

4. Manage and continually improve/update the change request process and documentation, to include a process for validation, evaluation, review of taxonomies, and a process for new taxonomy. (A48)

To track and monitor the amount of documentation developed under this Task Order, an IC(R)-TDL will be issued before incurrence of costs on this task.

**Deliverables** – Task status and accomplishments in MSFR (A2), other scheduled and ad hoc documentation (A17). (IC-TDL)

## **5.12 TASK 12: IN-SCOPE, INCORPORATED BY MODIFICATION SURGE AND EXPANSION SUPPORT (SE -TDL)**

In accordance with the guidance at Paragraph 6.3.2, and the associated labor categories/skill mix and rates, DAU may request additional services during the performance period for the identified types of tasks below or identified elsewhere in the PWS as an SE-TDL task. The maximum dollar thresholds for all SE-TDL tasks are identified in Paragraph 6.3.2.

### **5.12.1 MEDIA/VIDEO SUPPORT (SE-TDL)**

In accordance with Paragraph 6.3.2, and as requested via SE-TDL, the Contractor shall develop a plan using the approved labor categories and rates in accordance with Paragraph 6.3.2 as requested to provide Video Services support development, delivery and management of infrastructure, and delivering 508 compliant media assets, to include metrics, governance, and documentation. The DAU Media Library/DAP Video Stream is the primary repository and distribution system for video-on-demand (VoD) productions presented by senior acquisition leaders, model practitioners, and DAU staff and faculty in multiple formats, including YouTube. DAU has a Video Production Department to produce formal videos and employees can also capture informal video capability using tools such as Adobe Camtasia Studio, SnagIT, and through the Defense Connection Service (DCS). The DAU IT office has recently procured Kaltura as its next video platform as its next generation of Media capture, storage, and delivery. DAU is expanding media capture, contribution, life-cycle management, and access capability through approaches such as:

- a. Interactivity and Dialog—delivering media in a social context to facilitate active dialog and viral sharing (e.g. YouTube).
- b. Multi-Channel Delivery—delivering content beyond traditional channels (e.g. streaming media, podcasting, CL Portal, DAP, DAU Intranet) to ensure it meets the varying access points and needs of the work-force.
- c. Lecture/Meeting/Lunch & Learn Capture—recording activities along with slides and other supporting media for later review; further enabling subject matter experts to capture their own knowledge and disseminate quickly and at low cost.

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

### **5.12.2 SHAREPOINT (SP) CENTER OF EXCELLENCE (COE) (SE-TDL)**

In accordance with Paragraph 6.3.2 and as requested via SE-TDL, the Contractor shall develop a plan using the approved labor categories and rates to develop an online SharePoint (SP) Center of Excellence (CoE) or User Experience Group (UxG), (Phase I on DAU Intranet to support faculty and staff; and Phase II, if approved, to extend SP CoE or UxG support to users of the DAU.mil.) Once the Task Order is modified, the Contractor shall provide a mockup of the site, to include user experience aspects, for approval by the DAU TCOR and DAU SP CoE or UxG PM. The DAU SP CoE or UxG PM, is the project lead and will have expertise in SharePoint and DAU business practices. Part-time subject matter experts from the DAU business units may be made available.

Specific Contractor tasks could include:

- a. Guidance: Establish an atmosphere of learning and exploration to solve business needs by implementing SharePoint standards, methodologies, tools and knowledge repositories.
- b. Training Support: Provide SharePoint training and experience to assist the DAU business units increase their understanding of the possible and most appropriate use of SharePoint to meet their business needs while assisting and guiding them to achieve self-utilization.
- c. Shared Learning: Encourage shared learning by conducting training, skill assessments, team building and training based upon formalized roles.
- d. Measurements: Create, track and report on output metrics to demonstrate whether the CoE is delivering the valued results that justified its creation.
- e. Governance: Make recommendations for allocating limited resources (money, people, etc.) across all possible SharePoint projects. Make recommendations for development of SP templates and other tools which could assist in user adoption of SP. The CoE or UxG recommendations should ensure the Business Units invest in the most valuable projects and create economies of scale for their service offering.

**Deliverables:** As Determined in the Modification / (SE-TDL)

STD: As Determined in the Modification / (SE-TDL)

AQL: As Determined in the Modification / (SE-TDL)

**SE-TDL #OAC-SE-18-001:** The Contractor shall implement a SharePoint Training and Governance center /site to assist DAU faculty and staff who are performing activities supporting WLD and PLD workload as described in the SE-TDL attached in ITSS. See 5.3.2.1.

### **5.12.3 IT APPLICATIONS AND INFRASTRUCTURE SUPPORT (SE-TDL)**

In accordance with Paragraph 6.3.2, and as requested via SE-TDL, the Contractor shall develop a plan using the approved labor categories and rates. As requested, the Contractor will provide Network operational support (design, implementation, and evaluation), Enterprise and Regional Help Desk Support (DAU Internal and for the AT&L community accessing DAU systems), Telecommunications support (legacy and emerging technologies), Applications Development, SharePoint support, Search, Discovery, and Analytics, Single sign-on accessibility, Software/Web Development Support (COTs and GOTs), Enterprise Operations, Enterprise Security, Talent Management System Support, and Hardware Installation.

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

### **5.12.4 APPLICATIONS SOFTWARE/WEB DEVELOPMENT/ WEB 2.0/3.0 TECHNOLOGY (SE-TDL)**

In accordance with Paragraph 6.3.2, and as requested via SE-TDL, the Contractor shall develop a plan using the approved labor categories and rates. The Contractor may be requested to provide additional Applications Software/Web Development Support (COTs and GOTs), or Web 2.0/3.0 Technology to increase functionality, capability, development, and systems support for the DAU.mil and DAU intranet Systems/Subsystems, SharePoint support, Search and Discovery, and EID single sign-on access.

**Deliverables:** As Determined in the Modification

STD: As Determined in the Modification

AQL: As Determined in the Modification

### 5.13 TRANSITION SERVICES (PHASE IN) (FFP)

The Contractor shall support an orderly transition into the new Task Order.

The Government is currently receiving services under an existing Task Order. The successful Contractor shall perform transition-in services as necessary after award to provide a smooth and efficient transition from the existing Contractor without any delays, interruptions or degradation in any services, or disruptions to the daily operations of DAU WLD/PLD or activities. It is estimated that 30 days will be necessary for transition-in services following award of the new Task Order. The successful Contractor shall take full ownership of the requirement no later than 30 days after Task Order award.

The Contractor shall provide planning and execution of the transition activities into the new Task Order. This shall involve such items as establishing project plans for transition activities; identifying resources required for transition; identifying and performing transition activities; managing transition activities; establishing Contractor standard operating procedures, recommending transition approaches; taking measurements of performance before and after transition in areas such as systems availability and access, customer satisfaction, Tier II helpdesk procedures, etc. to conduct comparisons; and communicating, educating, and/or training support personnel and end users on impacts and issues related to changes resulting from transition activities. The Contractor must plan for the transfer of work control, delineating the method for processing and assigning tasks during the phase-in period.

Transition Plan (Phase In): The Contractor shall prepare and submit a Transition Plan (Phase In) detailing the plan, staffing, and other information necessary to seamlessly transition from the existing Task Order into the new Task Order. The Contractor shall prepare and provide an initial transition plan, which is due with the Contractor's proposal. The Transition Plan (Phase In) shall present a methodology detailing how transition shall occur from the current Contractor(s) to the new contract staff at the beginning of the Task Order. The transition activities shall minimize both loss of support and cost. The Transition Plan (Phase in) shall address, at a minimum, the following areas: (A34)

1. Staffing of positions and transition of program management support and or other personnel
2. Transition of Task Requirements in the Task Order
3. Incorporation or development of Contractor SoPs.
4. Capture of metrics/analytics data for benchmarking and comparing performance
5. Transition of Documentation in the Task Order
6. Asset Transfers [hardware, software, GFP/I, and application source code, technical drawings, and other documentation]
7. Resource Requirements [personnel and budget]
8. System/Site administration roles/responsibilities and gaining appropriate accesses
9. Security Clearance Actions, Timelines, and Status
10. Transition Milestones and Timeline
11. Risk Mitigation practices for the transition
12. Transition support needed from the Government and the incumbent Contractor

**Deliverables** – Transition Services (Phase In) Plan (A34); Task status and accomplishments in MSFR (A2)

### 5.14 TRANSITION SERVICES (PHASE-OUT) (T&M)

The Contractor shall perform all services necessary to transition the work performed under this Task Order to the Government or another Contractor at the conclusion of this Task Order. The transition shall be performed without any delays, interruptions or degradation in any services, or disruptions to the daily operations of DAU WLD/PLD or activities under this Task Order. The Contractor shall perform all transition-out services necessary to provide a smooth and efficient transition. The Contractor must plan for the

transfer of work control, delineating the method for processing and assigning tasks during the phase-out period.

**A draft transition phase-out plan shall be submitted NLT 45 days after Task Order award and the approved final plan is due 60 days after TO award.** The Contractor shall update their transition plan NLT 120 days prior to the end of the order, or NLT two (2) weeks after the Contractor is notified by the Government that the Task Order will end, whichever is sooner. The plan shall be incorporated as Attachment I of the Task Order and updated annually NLT end of 2nd Qtr. of the FY and the final shall be due two (2) weeks after receipt of Government comments on the draft update. (A35)

At a minimum, the Phase-Out plan should address the following:

1. The activities and steps, to include milestones, to be taken within the last thirty (60) days of this Task Order to prepare for the successful transition of work performed to the Government or another Contractor in the event the incumbent is not the successful awardee and the Government does not exercise the Options at 52.237-3, Continuity of Services or 52.217-8, Option to Extend Services
2. Changes and adaptations to activities and steps to be taken if the Option at FAR 52.237-3, Continuity of Services (Jan 1991) is exercised.
3. Changes and adaptations to activities and steps to be taken if Option at 52.217-8, Extend Services (Nov 1999) is exercised.

**Deliverables** – Transition Services (Phase Out) Plan (A35); Task status and accomplishments in MSFR (A2)

## **6.0 SPECIAL REQUIREMENTS**

### **6.1 ADMINISTRATIVE CONSIDERATIONS (POINTS OF CONTACT)**

#### **A. GSA Contracting Officer:**

Christine Chaapel  
GSA- Federal Acquisition Service  
Region 3 - Mid Atlantic Region  
100 S Independence Mall West Philadelphia, PA 19106  
Voice: 215-446-5857  
Email: [christine.chaapel@gsa.gov](mailto:christine.chaapel@gsa.gov)

#### **B. GSA Contracts Specialist:**

Kevin Flynn  
GSA – Federal Acquisition Service  
Region 3 – Mid Atlantic Region  
100 S Independence Mall West Philadelphia, PA 19106  
Voice: 215-446-5090  
Email: [kevin.flynn@gsa.gov](mailto:kevin.flynn@gsa.gov)

#### **C. GSA Contracting Officer's Representative (COR):**

Carol Carpenter  
GSA – Federal Acquisition Service  
Region 3 - Mid Atlantic Region  
100 S Independence Mall West Philadelphia, PA 19106  
Voice: 301-737-2493  
Fax: 215-446-0275  
Email: [carol.carpenter@gsa.gov](mailto:carol.carpenter@gsa.gov)

#### **D. DAU TCOR:**



Prior to 31 October 2017,  
 Kathy Spainhower  
 Defense Acquisition University  
 9820 Belvoir Road  
 Ft. Belvoir, VA 22060  
 Phone: (703) 805-4641  
 Kathy.Spainhower@dau.mil

After 31 October 2017,  
 Hans Jerrell  
 Defense Acquisition University  
 9820 Belvoir Road  
 Ft. Belvoir, VA 22060  
 Phone: (703) 805-4933  
 Hans.Jerrell@dau.mil

E. Alternate DAU POC:  
 To be specified at a later date.

### 6.1.1 DELIVERABLES

PWS TASK # OR REFERENCE	DEL. #	DELIVERABLE	FORMAT	RECIPIENT	DUE DATE OF INITIAL SUBMISSION	FREQUENCY
5.1.2 (All)	A2	Monthly Status & Funds Report (MSFR), to include contract metrics	MS Word for Status; and MS Excel with pivot tables for funds.	Upload final into GSA ITSS; and onto restricted WLADSS Contract Mgmt Intranet collaboration site	Submit final MSFR NLT 10th calendar day of each month into ITSS and CM site.	Monthly MSFR, Deliverable includes a consolidated Task Order Status Year-End Summary Report due in last month of each Task Order year
5.1.2 (All)	A3	Project Management Plan (PMP)	MS Word	Submit draft with NLT 25 calendar days after Task Order award (29 June 2017);  Upload final onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments in A2, MSFR.	Draft Plan due NLT 25 calendar days after Task Order award (29 June 2017); Final approved Plan due NLT 45 calendar days after Task Order award (19 July 2017)	Final approved plan due NLT 45 calendar days after Task Order award (19 July 2017)  Update continually but review semi-annually in conjunction with the 2 <sup>nd</sup> and 4 <sup>th</sup> IPR

5.1.2 (All)	A4	Quality Control Plan (QCP)	MS Word	<p>Submit draft NLT 25 calendar days after Task Order award as addendum to PMP; (29 June 2017)</p> <p>Upload final onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments in A2, MSFR.</p>	<p>Draft Plan due NLT 25 calendar days after Task Order award; (29 June 2017) Final approved Plan due NLT 45 calendar days after Task Order award (19 July 2017)</p>	Update annually, NLT 30 June of each Task Order year
5.1.2 (All)	A5	Risk Management Plan (RMP) and Monitoring Log	MS Word; Log in MS Excel (with pivot tables)	<p>Submit draft NLT 25 calendar days after Task Order award; as addendum to PMP; (29 June 2017)</p> <p>Upload final Plan and Monitoring Log onto restricted WLADSS Contract Mgmt Intranet collaboration site; Log will be discussed bi-weekly at Backlog and Status Review Meeting ; include accomplishments in A2, MSFR.</p>	<p>Draft Plan due NLT 25 calendar days after Task Order award; (29 June 2017)</p> <p>Final approved Plan due NLT 45 calendar days after Task Order award (19 July 2017)</p>	Update plan annually, as required, NLT 30 June of each Task Order year; update log bi-weekly
5.1.2 (All)	A6	Restricted WLADSS Contract Mgmt Intranet collaboration site	"Out of Box" SharePoint 2013	DAU Intranet'; include accomplishments in A2, MSFR.	Mockup NLT 20 days (26 June 2017) and delivery NLT 60 days after Task Order award (03 August 2017)	Updates as required

5.1.2 (All)	A7	In-Progress Program Review (IPR) Minutes, Action Items & Resolution Report	MS Word & email	DAU TCOR and WLD and PLD Directors and Upload into GSA ITSS and onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments in A2, MSFR.	Minutes & Action Items NLT 15 calendar days after each IPR Presentation; Resolution Report as items completed and out-brief at next meeting	
5.1.2 and 6.3.1 (All)	A8	Backlog and Status Review (BSR) Minutes, Action Items & Resolution Report	MS Word or Excel Spreadsheet with pivot tables or on WLADSS CM site	DAU TCOR and Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments in A2, MSFR.	NLT 5 business days after each meeting	Bi-weekly
5.1.2 (All)	A9	DoD Risk Management Framework (RMF) / Information Assurance (IA) Documentation and Systems Documentation required by RMF and DoDI 8510.01 (Systems Descriptions, Diagrams, Hardware and Software Inventories) to include associated Intellectual Property/ data rights markings/ editable software/source code/mockups/storyboards/ prototypes	Electronic – Word, Excel, PowerPoint, Visio, other as applicable	Upload onto DAU Intranet under IT Central and or submit to DAU IA personnel, as required; Provide editable software/source code/mockups/ prototypes onto DAU Development and Integration domain; include accomplishments in A2, MSFR.	As Required	Update as Required

5.1.2 (All)	A10	Problem Notification Report (PNR)	MS Word (high priority email acceptable in lieu of verbal notification)	DAU TCOR and DAU PM; GSA COR and CO	Verbal notification within 4 hours; Written notification within 24 hours of the Contractor encountering a problem or risk event that significantly impacts the cost, schedule, or performance of the Task Order (or any deliverable or project under the Task Order). include accomplishments in A2, MSFR.	All PNRs must be tracked in the bi-weekly BSR, documented in the monthly status and financial report (MSFR) and presented at the in-progress reviews (IPRs) until the Government agrees they are resolved.
6.3.1 (As Identified)	A11	Individual TDL Project Plans (IC) or TDL Reports (IC-R)	MS Word	DAU TCOR and DAU PM; Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments in A2, MSFR.	Within 7 calendar days after receipt of "IC" or 2 calendar days for an "IC-R" TDL unless deviation approved by DAU TCOR	Upon issuance of an IC-TDL or IC-R TDL by the DAU TCOR
6.3.2 (As identified)	A12	Individual TDL Project Plans (SE)	MS Word	Email DAU TCOR and DAU PM; Upload into GSA ITSS and onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments in A2, MSFR.	Within 7 calendar days after receipt of "SE" TDL from the GSA Contracting Officer, unless deviation approved	Upon issuance of an SE-TDL Request for Modification Proposal by the GSA Contracting Officer

5.1.2, 6.3.1, 6.3.2 (As identified)	A13	TDL and Minor Upgrade Contractor Task AssignmentsLog	Built into the WLADSS Intranet collaboration site	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments in CTR Task Assignments and A2, MSFR.	Assignment within 3 calendar days after agreed to project plan and update progress weekly for review in BSR; Added into agile kuhnban system NLT next sprint	Continual progress updates but discuss bi-weekly at BSR.
ALL	A14	List of items developed or acquired under the Task Order	MS Excel with pivot tables	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments in A2, MSFR.	Submit separately with MFSR NLT 10th calendar day of first month of first quarter (Sept, Dec, Mar, Jun)	Submit separately with MSFR NLT 10th calendar day of first month of each following quarter (Sept, Dec, Mar, Jun). Update NLT 30 days prior to end of contract expiration

ALL  Design, Development Modernization , Upgrade, Enhancement s	A15	Editable source code & 'as built' and "to-be" designs, workflows, processes, standard operating procedures (SoPs), diagrams, licenses, and interface documentation, to include associated Intellectual Property/ data rights markings, for fully Functional and Operational prototypes/ software/ systems/ subsystems/ sites/ repositories/ applications/tools/ templates etc. developed under this Task Order.	Various	<p>Develop onto the DAU DITS or staging server, Deploy on DAU production site after IA scans, functional and user acceptance testing;</p> <p>For items not originally developed in DAU DITS or staging server, notification to DAU TCOR for validation of upload of fully Functional and Operational editable source code onto DAU DITS environment IAW DAU IT direction;</p> <p>For all development, upload designs, diagrams, mockups, storyboards, and all documentation onto restricted WLADSS Contract Mgmt Intranet collaboration site); include accomplishments in A2, MSFR.</p>	<p>For items where fully functional and operational editable source code was originally developed in DAU DITS or staging server, upload designs, diagrams, mockups, storyboards, and all documentation onto restricted WLADSS Contract Mgmt Intranet collaboration site NLT 30 calendar days after item prototyped or deployed;</p> <p>For items not originally developed in DAU DITS or staging server, fully Functional and Operational editable source code and documentation uploaded in appropriate sites NLT 30 calendar days after item prototyped or deployed or 60 calendar days prior to the end of the Task Order /option period, whichever comes first. Notification to DAU TCOR NLT 3 calendar days after completion.</p>	
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ALL	A16	GFE/GFI & Contractor Acquired Property List	MS Excel with pivot tables	Upload into GSA ITSS and onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments in A2, MSFR.	Initial list due NLT 45 calendar days after Task Order award (19 July 2017)	Quarterly
5.1.2 (All)	A17	Scheduled and Ad Hoc Program/ Directorate/ Center reports, strategies, roadmaps, whitepapers, SoPs, minutes, agendas, analytics/metrics reports, JST and Site mock-ups, storyboards, other documentation (T&M)	Various	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments in A2, MSFR. An IC(R)-TDL must be issued for Scheduled or Ad Hoc deliverables coded as A17 or not specifically identified in contract.	As identified in the IC(R)-TDL	As identified in the IC(R)-TDL
5.6.1 and 5.6.3	A18	Data Curriculum Review of End of Year KirkPatrick Levels 1-4 Evaluations Report	MS Word, MS PowerPoint, plus Pivot Table Excel Worksheet	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site; PRS-Pres Learning Analytics Director; or PLD Analytics PM as applicable	Initial Report due 15th Day of 2nd Qtr FY18	Annually; 15 <sup>th</sup> day of 2 <sup>nd</sup> Qtr
5.6.1 and 5.6.3	A19	Multi-Year Trend Analysis on Data Curriculum Review of End of Year KirkPatrick Levels 1-4 Evaluations Report	MS Word, MS PowerPoint, plus Pivot Table Excel Worksheet	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site; PRS-Pres Learning Analytics Director; or PLD Analytics PM, applicable	Initial Report for FY15-17 data due 30th Day of 2nd Qtr of FY18	Annually, 30 <sup>th</sup> Day of 2 <sup>nd</sup> Qtr
5.6.1 and 5.6.3	A20	Multivariate Analysis of Workflow Learning Assets or PLD Mission Assistance and Knowledge Assets	MS Word, MS PowerPoint, plus Pivot Table Excel Worksheet	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site; PRS-Pres Learning Analytics Director; or PLD Analytics PM as applicable	Initial Report due Quarterly 15 days prior to EPRAs	Quarterly

5.6 (All)	A21	Monthly Metrics/Analytic Reports/Results	MS Word/MS PowerPoint , plus Pivot Table Excel Worksheet, Intranet Dashboard	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site. PRS-Pres, PLD or WLD Analytics PMs, as applicable	Monthly (Due within 10 calendar days after end of month for prior months data)	As required
5.6	A22	LAR, MOPR, EPRA Metrics/Analytics Reports/Results	MS Word/MS PowerPoint , plus Pivot Table Excel Worksheet, Intranet Dashboard	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site; PRS-Pres, PLD or WLD Analytics PMs, as applicable	LARs, Annually in 2 <sup>nd</sup> /3 <sup>rd</sup> QTR; MOPR, Monthly; EPRA, Quarterly. Due NLT 15 days prior to event	As required
5.5.1.1.2 (a-f)	A23	Knowledge Repository (KR) Reference Folder	Various formats	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website; include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5.1.1.2	Updated NLT 36 hours after completion of reference/ research activity
5.5.1.1.2 (a)	A24	Knowledge Repository (KR) Reference Folder	Various formats	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website. include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5.1.1.2	Folder updated continuously with content and complete NLT 36 hours after completion of project activity



5.5.1.1.2 (b)	A25	Knowledge Repository (KR) Reference Folder	Various formats	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website. , include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5.1.1.2	Folder updated continuously with content and complete NLT 36 hours after completion of instructional activity
5.5.1.1.2 (c)	A26	Knowledge Repository (KR) Reference Folder	Various	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website. , include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5.1.1.2	Folder updated continuously with content and complete NLT 36 hours after completion of dissemination of content/ website activity
5.5.1.1.2 (d)	A27	Knowledge Repository (KR) Reference Folder	Various	Update Government provided KR folder on the KR website and upload onto restricted WLADSS Contract Mgmt Intranet collaboration site;	Initial report due NLT 5 September2017	Quarterly
5.5.1.1.2 (e)	A28	Knowledge Repository (KR) Reference Folder	Various	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website. , include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5.1.1.2	Folder updated continuously with content and complete NLT 36 hours after completion of marketing/ recommendation activity

5.6.3 (All)	A29	MA Analytics report/briefing	MS PowerPoint ; MS Excel with pivot tables/ SP2013	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site; PLD Analytics PM	Monthly (Due within 10 calendar days after end of month for prior months data)	As required
5.7, 5.10 (Others as requested via IC(R)-TDL)	A30	Special Studies and Analysis, and Briefing Materials White Papers (T&M)	MS Word, MS PowerPoint	Upload onto restricted WLADSS Contract Mgmt Intranet and if Task 5.7 upload into appropriate WLD-ILC Business Unit Intranet site	As required	As required
5.7	A31	ILC Evaluation & Assessment, Customer support and Customer-driven documentation, Surveys & Videos, Standard Operating Procedures, Innovation Storyboards, Mockups, and Other documentation (T&M)	Various	Upload onto appropriate WLD-ILC Business Unit Intranet site; link to restricted WLADSS Contract Mgmt Intranet; include accomplishments in A2, MFSR	As required	As required
5.9 (All)	A32	Training Materials (e.g., presentations, guidebooks, online resources, videos/podcasts etc.) (T&M)	Various	Upload onto restricted WLADSS Contract Mgmt Intranet unless web-based; include metrics and accomplishments in A2, MSFR	As required	As required
5.11 (All)	A33	DAU.mil and WLD/PLD Governance Documentation (T&M)	Various	Upload into WLD OAC Governance site with link to restricted WLADSS Contract Mgmt Intranet; include accomplishments in A2, MSFR	As required	As required

5.13	A34	Transition Services (Phase-In) Plan	MS Word	Submit Plan with Proposal;  Upload final Plan into GSA ITSS onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments also in A2, MSFR	Draft Plan due with proposal,	N/A
5.14	A35	Transition Services (Phase-Out) Plan	MS Word	Submit draft Plan NLT 45 days after TO award (19 July 2017)  Upload final Plan into GSA ITSS onto restricted WLADSS Contract Mgmt Intranet collaboration site	Draft Plan due NLT 45 days after TO award, (19 July 2017) Final Plan due NLT 60 calendar days after Task Order award (3 August 2017)	Update plan annually, NLT 2 <sup>nd</sup> QTR of each FY or as required in Paragraph 5.14
5.7	A36	One-, Three-, Five Year DAU Innovation Learning and Technology Roadmap	MS Word	Upload onto restricted WLADSS Contract Mgmt Intranet appropriate WLD-ILC Business Unit Intranet site; include accomplishments also in A2, MSFR	Draft due 30 November 2017;  Final incorporating Government comments due 20 December 2018	Update annually by 15 January
5.7	A37	Innovation Recommendation Report (Part A and B)	MS Word	Upload onto restricted WLADSS Contract Mgmt Intranet appropriate WLD-ILC Business Unit Intranet site; include metrics and accomplishments also in A2, MSFR	Part A - Initial due 15 July 2017; Final incorporating Government comments due 30 Nov 2017;  Part B – Monthly starting 30 days after Task Order Award	Part A - Update Quarterly and present recommendations at quarterly Innovation Workshop in early December, early March, early June, and early September;  Part B – Monthly

5.5.1.1.1 (a)	A38	Knowledge Repository (KR) SystemsAdmin Folder	Various Formats	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website. include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5 1.1.1 (a)	Updated NLT 36 hours after completion of activity
5.5.1.1.1 (b)	A39	Knowledge Repository (KR) SystemsAdmin Folder	Various	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website. include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5 1.1.1 (b)	Updated NLT 36 hours after completion of activity
5.5.1.1.1 (c)	A40	Knowledge Repository (KR) SystemsAdmin Folder	Various	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website. include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5 1.1.1 (c)	Updated NLT 36 hours after completion of activity
5.5.1.1.1 (d)	A41	Knowledge Repository (KR) SystemsAdmin Folder share drive	Various	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5 1.1.1 (d)	Updated NLT 36 hours after completion of activity

5.5.1.1.1 (e)	A42	Knowledge Repository (KR) SystemsAdmin Folder	Various	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website. include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5 1.1.1 (e)	Updated NLT 36 hours after completion of activity
5.5.1.1.1 (f)	A43	Knowledge Repository (KR) SystemsAdmin Folder	Various	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website. include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5 1.1.1 (f)	Updated NLT 36 hours after completion of activity
5.5.1.1.1 (f)	A44	Knowledge Repository (KR) Analytics Website with properly identified database metrics	Website	Upload and maintain on KR Intranet Shared Drive, include metrics and accomplishments also in A2, MSFR	Update contents as required to document KR performance metrics in accordance with PWS	Folder updated monthly with database metrics. Update recap of metrics annually.
5.5.1.1.1 (g)	A45	Knowledge Repository (KR) SystemsAdmin Folder and Cover Letter	Various	Update Government provided KR folder on the KR website. Upload a redacted copy of KR automated support form monthly on the WLADSS website include metrics and accomplishments also in A2, MSFR	As required to document KR activities in accordance with PWS 5.5 1.1.1 (g)	Updated NLT 36 hours after completion of activity

5.5.1.1.1 (g)	A46	SystemsAdmin Folder in Knowledge Repository (KR) Shared Drive	MS Word	Upload and maintain on KR Intranet Shared Drive, Upload a redacted copy of KR automated support form monthly on the WLADSS website include metrics and accomplishments also in A2, MSFR.	Initial Folder set up NLT 5 days after arrival onto position. Update contents as required to document KR disaster response and recovery plan activities in accordance with PWS	Updated NLT 36 hours after completion of activity
5.6.2	A47	DAU Analytics Plan, to include Roadmap	MS Word	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site; include accomplishments in A2, MSFR.	Draft Plan due NLT 60 calendar days after Task Order award; (3 August 2017); Final Plan due NLT 30 calendar days after Government review and comments.	Update annually, NLT 31 August of each Task Order year
5.5.2	A48	Revised Governance and Implementation plan with the Taxonomy	MS Word	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site	Revision due NLT 30 calendar days after completion of SharePoint reference lists but not later than March 31, 2018.	Semi-Annual review and update. Update as changes occur
5.5.2	A49	Communications and Training plan for taxonomy information and guidance	MS Word	Upload onto restricted WLADSS Contract Mgmt Intranet collaboration site	Communication Plan due NLT 60 calendar days after completion of SharePoint reference lists but not later than March 31, 2018.  Training Plan due NLT 30 calendar days after the Communication Plan is approved.	Semi-Annual review and update. Update as changes occur

5.5.2	A50	Agenda, Meeting minutes and calendar for semi-annual review meetings	Online	Publish meeting minutes and calendar for semi-annual review meetings on the Taxonomy Information Site; Link agenda into deliverables on the restricted WLADSS Contract Mgmt Intranet collaboration site	Agenda and calendar events added to site NLT 30 days prior to meeting. Minutes and calendar updates due NLT 30 days after semi-annual review meeting.	Semi-Annual review and update Taxonomy Information Site with agenda and calendar as changes occur
5.11	A51	WLD Governance Plan	Online	Upload to OAC governance site; Link into deliverables on the restricted WLADSS Contract Mgmt Intranet collaboration site	NLT 30 days after review	Semi-annual review. Update as changes occur
5.8	A52	Workflow Learning Communications and Outreach Plan	Online	Upload to the OAC communications site; Link into deliverables on the restricted WLADSS Contract Mgmt Intranet collaboration site	Initial update due 1 December 2017	Semi-annual review, 1 July and 1 December of each contract year; Update as changes occur
5.10	A53	Mobile Strategy Update Recommendations	MS Word	Upload on the restricted WLADSS Contract Mgmt Intranet collaboration site	Draft due 15 February 2018; Final incorporating Government comments due 10 March 2018	Annual review and updates due 10 November of each contract year
5.10	A54	Mobile Roadmap	MS Word	Upload on the restricted WLADSS Contract Mgmt Intranet collaboration site	Draft due 15 February 2018; Final incorporating Government comments due 10 March 2018	Annual review and updates due 10 November of each contract year

Note: For Deliverables which are to be uploaded into GSA ITSS and CM site, the upload into the GSA ITSS system will be used to determine on-time delivery. In addition, the Contractor shall alert the COR and appropriate Lead (Center Director or PM) in writing when a deliverable is uploaded or modified in the WLADSS intranet collaboration system.

## 6.1.2 INSPECTION AND ACCEPTANCE OF SERVICES

#### **A. Packaging, Packing, and Shipping Instructions**

The Contractor shall ensure that all items are preserved, packaged, packed, and marked in accordance with best commercial practices to meet the packing requirements of the carrier and to ensure safe and timely delivery at the intended destination. All data and correspondence submitted shall reference:

1. The GSA Contract and Task Order Number
2. The GSA ITSS Project Number
3. The GSA Accounting Control Transaction Number
4. "Defense Acquisition University Workflow Learning Asset Development and Systems Support Team"
5. The name of the GSA COR and DAU Customer Representative

Containers shall be clearly marked as follows:

1. Name of Contractor
2. The GSA Contract and Task Order Number
3. The GSA ITSS Project Number
4. The GSA Accounting Control Transaction Number
5. Description of items contained therein
6. Consignee(s) name and address

#### **B. Inspection and Acceptance by the Government**

Inspection and acceptance of all work performed, reports and other deliverables under this Task Order shall be performed by the DAU TCOR at the address specified below.

Name to be provided after award  
Defense Acquisition University  
DAU Task Order Technical Contracting Officer Representative (TCOR)  
9820 Belvoir Rd.  
Ft. Belvoir, VA 22060

#### **C. Responsibility for the Inspection and Acceptance**

The DAU TCOR will accomplish acceptance of all items and services under this TO using Attachment C, QASP and Performance Requirements Summary. The on-site customer technical representative (TCOR) specified in this Task Order will inspect and review for acceptance of all deliverables.

#### **Correspondence**

Copies of all written deliverables, correspondence, status reports, invoices, etc. shall be delivered to the DAU Center Directors and/or DAU Program Managers, as appropriate. On-site Govt PMs will provide daily project technical coordination with the Contractor within the scope of the Task Order (TO). The DAU Center Directors and PMs are NOT authorized to change any of the terms and conditions of the TO. Changes in the scope of work will be made only by the Contracting Officer by properly executed modifications to the TO.

#### **D. Scope of Inspection**

All deliverables will be inspected for content, completeness, accuracy, and conformance to the requirements (including any applicable standards). Inspection will include validation of information or software through the use of automated tools and/or testing of the deliverables, as appropriate. The scope and nature of this testing will be determined by the TCOR and will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables. Inspection of deliverables shall include the following:

1. All products including optional, substitute, replaced, modified, or supplemental products delivered



- by the Contractor within the scope of this TO
- 2. Any modifications made by the Contractor in order to ensure compliance with the requirements
- 3. Documentation, all reports and plans specified in section 5.1 of this PWS
- 4. Software which is added or field-modified after initial deployment

#### **E. Written Acceptance/Rejection by the Government**

The Government will provide written notification of acceptance or rejection of all deliverables, both draft and final, which are submitted in GSA ITSS. All notifications of rejection will be accompanied by specific reason(s) for rejection.

#### **F. Initial Deliverables**

Inspection and acceptance of initial deliverables procedures are as follows, unless otherwise modified in this TO:

1. T  
The Government will provide written acceptance, comments, and/or change requests, if any, within fifteen (15) calendar days from receipt by the Government, of all required Contract deliverables unless a different period is specified in the TO or Project Plan, or a situation arises that would require a longer reasonable review time, such as an additional five calendar days, without being considered a Government delay. If such situations occur, the Government will notify the Contractor as to the change in the review time.
2. U  
Upon receipt of the Government comments, the Contractor shall have five (5) calendar days to rectify the situation and re-submit the contract deliverable(s) if it is not a "draft" deliverable. If it is a "draft" deliverable, the Contractor shall rectify the situation before the next scheduled submission of this deliverable(s). If the Government is still not satisfied with the deliverable after three recertification attempts, the deliverable will be considered unacceptable and rejected.

#### **G. Re-Submitted Deliverables**

The Government will review and verify that the original problem(s) has (have) been resolved with the TO deliverable(s) as re-submitted. If this is a re-submission of a final deliverable, the Government will provide the Contractor written notice of acceptance/rejection or request for extension within fifteen (15) calendar days after receipt of each re-submitted final deliverable.

#### **H. Acceptance Criteria**

Deliverables will be accepted if they are completed in accordance with the specification, schedules or other acceptance criteria stated herein and also those acceptance criteria and other requirements in this Task Order (TO). Unless specifically modified, the Contractor's performance and all Contractor-submitted deliverables will be evaluated for conformance with the performance requirements set forth in this TO.

Cost reimbursable items such as travel and/or ODCs will be accepted upon receipt of proper documentation as specified with applicable provisions herein.

Reports, documents, and narrative-type deliverables will be accepted when all Government comments and revisions, when applicable, have been incorporated.

Software deliverables will be accepted when all discrepancies, errors, or other deficiencies have been resolved to the Government's satisfaction.

Training will be accepted as complete when all specified personnel have been trained in accordance with the accepted training plan/schedule as defined by the project plan.

**I. Delivery**

Reports and deliverables shall be submitted IAW **Paragraph 6.1.1 Deliverables**, and electronically, where directed, through GSA's electronic Task Order system (ITSS) at:

ITSS <https://web.itss.gsa.gov/login>

**J. Non-conforming Products or Services**

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the Contractor, within fifteen (15) days of the rejection notice. If the deficiencies cannot be corrected within fifteen (15) work days, the Contractor will immediately notify the GSA Region 3 COR of the reason for the delay and provide a proposed corrective action plan within fifteen (15) days.

**K. Notice Regarding Late Delivery**

The Contractor shall notify the GSA COR and DAU TCOR as soon as it becomes apparent to the Contractor that a scheduled delivery will be late. The Contractor shall include in the notification the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The DAU TCOR and GSA COR will review the new schedule and provide guidance to the Contractor as appropriate. Such notification in no way limits the Government's right to any and all rights and remedies up to and including termination.

**6.1.3 MEETINGS**

PWS TASK #	CLIN #	MEETING TYPE	NORMAL ATTENDEES	TIME/ FREQUENCY
5.1.2	001	Kickoff Meeting	GSA CO/COTR (Lead), CTR PM, DAU TCOR, and DAU WLD / PLD Directors, Ctr. Directors, and PMs	Within 7 days of award
5.1.2 (All)	001	In-Progress Program Review (IPR) Presentation	CTR PM (Lead); DAU TCOR, and DAU WLD / PLD Directors, Ctr. Directors, and PMs	Quarterly
5.1.2, 6.3.1, 6.3.2 (All)	001	Backlog and Status Review Meeting with DAU TCOR	DAU TCOR and CTR PM; WLD Center Directors and PLD PMs	Bi-weekly
5.1.2 (All)	ALL	Attend scheduled and Ad Hoc Program/ Directorate/Center Meetings	Various	As Required

5.7	002	Customer and 3 <sup>rd</sup> Party Vendor Meetings / Demonstrations and Government Innovation/Technology meetings	Director, Innovation Learning Center, various depending to activity	As Required
5.7	002	Innovation Industry Day	Director, Innovation Learning Center, various others across DAU depending on focus areas; select vendors	Qtrly
5.9 (All)	002	Customer Assistance/Training Support	Various	As Required

## 6.2 QUALITY CONTROL

The Contractor is responsible for ensuring quality products and services are developed and delivered to the Government under this contract. The Contractor shall establish good quality management practices which are documented and repeatable. The DAU will assess the Contractor's performance based on the Quality Assurance Surveillance Plan in Attachment C, which will be defined in more detail once the Contractor's quality control plan has been approved. The QCP is incorporated into the contract and shall be updated as required in Paragraph 6.1.1.

### 6.2.1 QASP AND PERFORMANCE REQUIREMENTS SUMMARY

Attachment C, Section A includes a Quality Assurance Surveillance Plan for use by the Government to monitor performance under the contract. Section A of Attachment C is not incorporated into the contract, but remains flexible for the Government to use additional surveillance methods as they may become available. Section B of Attachment C includes the Task Order Performance Requirements Summary, which is incorporated into the Task Order as part of the PWS. The Performance Requirements Summary provides the performance standards and acceptable quality levels permitted for performance under this contract and the Contractor's Quality Control Plan should provide details on how it will ensure quality performance to comply with these standards. The Government reserves the right to unilaterally update/revise Section B of Attachment C on a monthly basis to ensure quality performance is received under the Task Order.

## 6.3 TECHNICAL DIRECTION AND TRACKING OF TASKS/PROJECTS

This Task Order initiates work effort via award of the initial Task Order/option exercise, or via modification. The work effort identified in Paragraph 6.3.1 is awarded in the initial Task Order award, however costs cannot be incurred until a technical direction letter is provided by the DAU TCOR for authorization. With the new DAU.mil environment, this authorization will permit DAU to monitor development costs and determine and track if development tasks should be developed (1) solely on this Task Order, (2) as a joint effort between DAU IT and this Task Order, or (3) by DAU IT prior to initiation of the task by DAU program personnel.

The work effort in Paragraph 6.3.2 will be issued via within-scope modification, and a SE-TDL, utilizing approved pricing and labor categories. This work effort is to support surge and expansion requirements in each contract year which cannot be clearly defined in the Task Order. The estimated increase of the

requirements for Paragraph 6.3.2 cannot exceed the amounts allocated in Paragraph 6.3.2 except as permitted by the 25% increase for the overall Task Order in Paragraph 4.0.

### **6.3.1 INSTRUCTIONS FOR TECHNICAL DIRECTION LETTERS (TDL) FOR REPORTS, MONITORING AND TRACKING (TIME AND MATERIALS)**

To initiate performance, and the incurrence of costs attributed to the following tasks:

1. Development, Major Upgrades or Enhancements of Workflow Learning Assets and Job Support Tools
2. Major Upgrades/Enhancements of Legacy Systems (excludes Optional Tasks A-H)
3. Development, Major Upgrades or Enhancements of DAU.mil portal sites, new systems or repositories, and custom-built templates for WLD or PLD DAU.mil or Communities of Practice (excludes JST guidebook conversion tool and e-reader which is included in O&M)
4. Development, Major or Minor Upgrades or Enhancements of WLD and PLD Business Unit and collaboration intranet sites beyond Out-of-Box SharePoint
5. Phase I, Project Plan to Migrate/Port Existing KR Sites into DAU.mil environment
6. Minor Upgrades/Enhancements of Knowledge Repository Sites/Assets
7. Major Upgrades/Enhancements of Knowledge Repository Sites/Assets integrated with DAU.mil portal
8. Creation of design mockups or storyboards for projected development projects (All tasks)
9. Development and or testing of prototypes (All tasks)
10. Deliverables under A17, A30, A31, A32, A33 or Ad Hoc Deliverables
11. Any task not currently identified as an IC-TDL or ICR-TDL can be unilaterally changed to an IC-TDL/ICR-TDL by the TCOR, except those specifically identified as SE-TDL)

IC(R)-TDLs. The DAU TCOR, or designated representative identified in the Task Order, will issue a Technical Direction Letter (TDL), which identifies a TDL project number beginning with the letters of the directorate (ILC, LSC, OAC, WLD, PLD, MA, KR, IT, PRS), the type of TDL (i.e. IC(R)), the FY, and sequential number, the applicable PWS task/reference number, the name of the associated DAU PM, and the requirements, format, and due date for the document(s) required for Scheduled and Ad Hoc Program/ Directorate/ Center reports, strategies, roadmaps, whitepapers, SoPs, minutes, agendas, analytics/metrics reports, mock-ups, governance documentation, which are specified as a Deliverable A17, A30, A31, A32, A33 or Ad Hoc Deliverables not specifically identified in the Task Order. The Contractor shall not proceed on preparation of the document until an IC(R)-TDL has been issued by the DAU TCOR (or DAU Innovation Learning Center Director for A30 and A31, Task 5.7 items, or WLD Operations and Analytics Center Director for A33, Task 5.6.2 and 5.11 items). The Contractor has 2 business days to assign the task once an IC(R) is approved.

IC-TDLs. The DAU TCOR will issue a Technical Direction Letter (TDL), which identifies a TDL project number beginning with the letters of the directorate (ILC, LSC, OAC, WLD, PLD, MA, KR, IT, PRS), the type of TDL (i.e. IC), the FY, and sequential number, the applicable PWS task/reference number, the name of the associated DAU PM, the project scope, objectives, desired outcomes, performance standards, and proposed timeframes for completion of the work as well as any special requirements that might pertain to the requirement. Within 7 business days, the Contractor shall provide the DAU TCOR and appropriate DAU PM with a written project plan describing approach, tasks and activities, deliverables, and estimate to complete, which includes labor rates, hours, skill mix, project schedule with anticipated project start and end dates (considering other tasks/priorities the Contractor is already working), anticipated cost to maintain/sustain, and other issues/concerns as necessary. These estimates should be consistent with the specific resources and effort to be applied based on the labor mix established in the Contractor's price proposal for the applicable PWS reference. (E.g. TDL is to develop a large Job Support Tool. Estimate

should be consistent with what Contractor proposed to develop a large JST in Paragraph 5.3.2 of its final Task Order proposal).

The DAU TCOR, PM and Contractor will review the project plan, schedule, and estimate, and if funding is obligated and available on the Task line item, the DAU TCOR will provide (1). A notice to proceed with the project as planned/scheduled/estimated, (2). A notice to proceed with a revised plan coordinated between the DAU TCOR, DAU PM and Contractor, or (3). Defer notice or not issue the notice to proceed at all. No work shall commence until modification is issued by GSA CO.

If funding or staffing is insufficient or not obligated/available to issue the notice to proceed, the DAU TCOR will request a modification to the Task Order to add or unilaterally realign funding on the Task Order prior to issuing a notice to proceed. If the project requirements cannot be met with the staff currently on Task Order, the Contractor shall be provided 30-days from issuance of the DAU TCOR notice to proceed to staff positions.

The Contractor shall maintain a log of TDLs to include, at a minimum, TDL IC number, title/short description, date TDL received and by who, date of plan submission to DAU TCOR, approved deviations from submission schedule and by who, date notice to proceed received, planned estimated costs, actual expenditures, planned estimated schedule, actual schedule, rationale for cost/schedule variances, and Task line item charged for each individual TDL. The log shall be kept current in a shared location acceptable to the DAU TCOR.

The Contractor PM shall meet bi-weekly with the DAU TCOR to discuss project status, schedule, expenditures, and problems/issues with project completion. A list of TDL IC numbers and the expenditures charged to each TDL shall be included with each MSFR and invoice submission.

### **6.3.2 INSTRUCTIONS FOR SPECIAL PROJECTS “SURGE AND EXPANSION”**

The Government reserves the right to increase the services under this Task Order by modification for the following:

***Not to exceed for Paragraphs (1)-(4) below is \$1,500,000 per Task Order:***

(1). Additional high visibility, special projects from the DAU President/Executive staff or OSD. Past examples include the development of a Should-Cost Best Practices Repository or a Best/Proven Practices and or Lessons Learned Repository, above IAW paragraph 5.2.4 or 5.5.6, (NTE 2 per year), Provided IAW Paragraph 6.3.2 procedures;

(2). Additional Workflow Learning Assets and Job Support Tools (Para 5.3.2.1), (EST 10 per year), Provided IAW Paragraph 6.3.2 procedures;

(3). Additional innovation mockups, storyboards, prototypes, (EST 10 per year), Paragraph 5.7, Provided IAW Paragraph 6.3.2 procedures;

(4). For SE tasks identified in Paragraph 5.12.4, Applications Software/Web Development/Web 2.0/3.0 Technology. Provided IAW Paragraph 6.3.2 procedures;

***Not to exceed for Paragraphs (5) below is \$1,500,000 per Task Order:***

(5). For regular SE tasks identified elsewhere in the PWS as SE-TDL, and provided IAW Paragraph 6.3.2 procedures. These tasks include:

5.2.4 New Development of High Visibility Special Sites

## 5.5.6 PLD New Development and Major Upgrades

***Not to exceed for Paragraph 6 below is \$1,500,000 per Task Order:***

(6). To increase Knowledge Repository/Library support services for Systems, Archivists, Reference and Cataloger Librarians, Data Analyst, Data Miner, Information Systems Analyst, Law Librarian, Research Historian, Taxonomy, Analytics, and Writer. Development and Major Upgrades/Enhancements to Knowledge Repository Sites/Assets which are not developed on/integrated into SharePoint/DAU.mil portal. PWS Paragraphs in 5.5, excluding 5.5.1.2 and 5.5.6.

***Not to exceed for Paragraph 7 below is \$3,000,000 per Task Order:***

(7). For SE-TDL tasks identified in Paragraph 5.12.1 - 5.12.3, which increase functionality, capability, development, and systems support for Application Development; DAU.mil and DAU intranet Infrastructure, Sites, Systems/Subsystems; Media/Video; IT support services; and SharePoint CoE.

**For Optional Tasks:**

***Not to exceed \$1,000,000 per total Task Order (NTE amount excludes **Optional Tasks B, C, D, and E**, which are provided in the initial proposal):***

(1) **Optional tasks A, F, G, H** identified in Paragraph 5.2.1.3, Provided IAW Paragraph 6.3.2 procedures;

(2) **Optional task I** identified in Paragraph 5.5.1.2, Provided IAW Paragraph 6.3.2 procedures;

To initiate performance, the DAU TCOR will issue a request for modification to the Contracting Officer, via a Technical Direction Letter (TDL), with a copy to the Contractor PM, which identifies a TDL project number beginning with the letters "SE" (and in sequential order, e.g. SE001, SE002), the applicable PWS task/reference number, the name of the associated DAU PM, the project scope, objectives, desired outcomes, performance standards, and required timeframes for completion of the work as well as any special requirements that might pertain to the requirement.

For SE-TDLs, the GSA Contracting Officer will process a modification to the task order in order to incorporate the approved project plan and cost estimate. The Contractor and DAU TCOR/program team will jointly draft the written project plan, to include skill mix and estimated hours.

Within seven (7) business days after receipt of the request, the Contractor shall submit a draft project plan which

1. Describes the approach and methods used to complete the work and ensure quality,
2. Describes the tasks and activities to be undertaken to complete the work consistent with the scope of the request for modification,
3. Includes deliverables to be produced with due dates and any restrictions on use (i.e. data rights/licenses),
4. Includes proposed Other Direct Costs/Travel, if any,
5. Includes a spend plan showing specific resources to be used and effort to be applied to the work on the basis of the labor mix established in the Contractor's price proposal.
6. Includes an estimate to complete and sustain, to include skill mix, labor hours and rates. Cost estimates should include development and maintenance/sustainment costs. These estimates must be consistent with the labor categories and rates established in the Contractor's pricing approved for Paragraph 6.3.2.

7. Includes a project schedule with anticipated project start and end dates, milestones for completing the work within the required timeframes, (considering other tasks/priorities the Contractor is already working).
8. Includes other issues/concerns, as necessary

The Contractor, GSA Contracting Officer/GSA COR, and DAU TCOR/program team will jointly discuss changes to the proposed draft plan to reach agreement NLT 14 business days after Contractor initial receipt of the request. The Contractor shall incorporate changes to the draft plan based on the accepted agreement.

Within seven (7) business days after completion of the negotiated agreement, the Contractor shall provide the Contracting Officer with a final project plan, and updated pricing. The Contracting Officer (and DAU TCOR) will review the final project plan and updated pricing, and award a modification to incorporate the final approved project plan and pricing.

Once the modification has been awarded, the DAU TCOR will sign the SE-TDL for notice to proceed and provide to the Contractor PM for implementation according to the final Project Plan awarded via modification. The Contractor shall not proceed with performance until the DAU TCOR has issued the notice to proceed via a signed SE-TDL after the Contracting Officer has provided authorization to proceed via Task Order modification.

The Contractor shall be provided NLT 30-days from time of modification award to staff positions with qualified personnel, if necessary.

Reporting for project status and progress information to DAU project team and stakeholders shall be incorporated into the Monthly Status Report per PWS Task 5.1.

The Contractor shall maintain a log of TDLs to include, at a minimum, SE-TDL number, title/short description, date received request for modification from Contracting Officer, date draft proposal submitted to Contracting Officer, date final proposal submitted to Contracting Officer, date modification awarded, modification number, and date TDL notice to proceed received from DAU TCOR. Any approved deviations from submission schedule and by whom, planned estimated costs, actual expenditures, planned estimated schedule, actual schedule, rationale for cost/schedule variances, and Task line items charged for each individual TDL. The log shall be kept current in a shared location acceptable to the DAU TCOR.

The Contractor PM shall meet bi-weekly with the DAU TCOR to discuss project status, schedule, expenditures, and problems/issues with project completion. A list of SE-TDL numbers and the expenditures charged to each TDL shall be included with each MSFR and invoice submission.

The Contractor shall provide contract labor categories/skill mix and labor rates in CLIN 0002 Surge and Expansion and CLIN 0003, Optional Tasks A, F, G, H, and I of the Staffing Matrix/Pricing template for the types of tasks which may be used in the associated SE-TDL tasks identified in the PWS. These labor categories and rates shall be used in the Contractor's response to a SE-TDL. These approved labor categories and labor rates shall be incorporated by reference, in accordance with Paragraph 6.3.2 of the PWS.

### **6.3.3 TECHNICAL DIRECTION**

Technical Direction must be within the scope of work described in the Performance Work Statement (PWS) and this Task Order. The DAU TCOR, DAU Personnel, and/or the GSA Contracting Officer's Representative do not have the authority to, and may not issue, any Technical Directions which:

1. Constitutes an assignment of additional work outside of the PWS or terms of this Task Order.

2. Constitutes a change as defined in FAR 52.243-1 Changes – Fixed Price (Aug 1987)—Alternate I (Apr 1984) and FAR 52.243-3 -- Changes -- Time-and-Materials or Labor-Hours (Sep 2000) in any manner which causes an increase or decrease in the total estimated contract price, any hourly rate, the ceiling price, or the time required for performance of any part of the work under this Task Order.
3. Changes any of the expressed terms, conditions, or specifications of the Task Order.

All Technical Direction shall be issued in writing by the GSA CO or designated representative(s) as stated within this Task Order. The Contractor shall proceed promptly with the performance of Technical Direction duly issued by an authorized representative in the manner prescribed above. Technical Direction Letters may be issued to the Contractor and processed IAW IC-TDL procedures at the discretion of the Government for Fixed Priced Tasks. IC-TDLs and IC(R) TDLs may be issued for any or all T&M tasks should the Government elect. Should the Government choose to exercise this unilateral right, the Contractor will be notified in writing within five (5) business days prior to the first issuance of a Technical Direction Letters for an FFP task or an IC-TDL or IC(R) TDL for a T&M task not already identified as such.

If, in the opinion of the Contractor, any instruction or technical direction issued is within one of the categories as defined above, the Contractor shall not proceed but shall notify the GSA Contracting Officer in accordance with FAR 52.243-7 Notification of Changes (APR 1984).

## **6.4 ACCEPTABLE SKILL LEVEL VARIATION IN SEVERABLE LABOR HOUR AND TIME AND MATERIAL CONTRACTS**

The Contractor may exceed the total number of labor hours per awarded skill level per base or option period, to a limit of 20% as long as the total Task Order obligated dollar amount per that base or option period is not exceeded, and as long as the Contractor maintains an acceptable level of effort throughout the required period of performance. *The Contractor is not authorized to add new skill level categories or vary between levels within the same labor category without approval of the Government, formalized in a signed modification by the contracting officer.*

## **6.5 CONTRACTOR MANPOWER REPORTING**

The Contractor shall report ALL Contractor labor hours (including subcontractor labor hours) required for performance of services provided under this Task Order for the DAU via a secure data collection site. The Contractor is required to completely fill in all required data fields using the following web address:  
<http://www.ecmra.mil/>

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), WHICH RUNS October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2018. Contractors may direct questions to the help desk at: <http://www.ecmra.mil/>

## **6.6 DAI TIME AND LABOR (OTL) REPORTING BY CONTRACTOR PERSONNEL**

In order for DAU to perform full cost and task analysis on its various projects, Contractor and Subcontractor personnel directly charging to this Task Order shall submit their time bi-weekly, and to coincide with the Government personnel submission of their official time, into the DAI Time and Labor (OTL) at <https://ebs.dai.csd.disa.mil/>. This submission shall be in conjunction with the Contractor's own Time and Attendance system, in which they receive employee payment, and shall reflect the tasks and hours as completed and submitted on their company timesheet, as much as possible given the inherent differences between the two systems. For billing and payment of hours under the Task Order, the Contractor/subcontractors Time and Attendance system is the official and auditable source.



## 6.7 DAU MANDATORY TRAINING FOR CONTRACTOR PERSONNEL

Notwithstanding training required by other terms and conditions of the contract, Contractor personnel assigned to this Task Order shall take all mandatory training required by DAU for access to our computer systems or for safety, security, or general awareness, by the dates specified in orientation or DAU communication email notifications. This training is generally located in DAU's SkillPort application. In the event a Contract/Task Order clause requires Contractor personnel to take similar training which is listed below, the Contractor personnel shall follow Company guidance on whether or not this training, if taken, will meet the Company's requirement for completion of this training. The Contractor PM shall track training taken and report completion of all required (by clause) and mandatory training in the monthly MSFR and to the DAU TCOR by each due date to ensure compliance. Contractor personnel shall also take any training required to access the DAU computer sites/systems or to obtain a DoD Common Access Card (CAC) within 8 business days from being assigned to work on this Task Order. The list of training is included in the table below, but the dates in this list may change from Fiscal year to Fiscal year.

Description of Training	Annual Requirement	Estimated Timeframe	Mandatory/Recommended for Contractors
Information Assurance (aka Cyber Awareness Challenge)	Yes	March	Mandatory
Privacy Awareness	Yes	April	Mandatory
New Employee Orientation Training	No	Within 30 days of Arrival at DAU	Mandatory

## 6.8 KEY PERSONNEL

The Contractor shall identify key personnel for those positions that are integral to the successful support of this TO. The Contractor shall propose personnel fully capable to provide the support requested in the Performance Work Statement (PWS). Key personnel shall be available at project start and immediately after Task Order award. Personnel fulfilling key personnel positions are considered integral and indispensable to this Task Order and although the government recognizes that the contractor cannot compel any individual to remain under its employment, the contractor shall not remove or replace key personnel without advance written approval of the GSA CO, with concurrence by the DAU TCOR. The Contractor shall notify the GSA Contracting Officer, GSA COR and DAU TCOR at least ten business days before making changes in key personnel.

In the event that a key person becomes unavailable, the contractor shall furnish a substitute in accordance with the Substitution of Key Personnel requirements below.

### A. Key personnel on this Task Order include:

1. Task Order Program Manager – this individual shall be on-site and the DAU primary point of contact for this TO.
2. SharePoint 2013 Subject Matter Expert/Architect - this individual shall be on-site
3. Knowledge Repository Site Administrator - this individual shall be on-site

### B. Substitution of Key Personnel

The contractor shall not substitute key personnel during performance unless the contractor notifies the GSA CO in writing of the proposed substitution request, with a copy to the GSA COR and DAU TCOR. A request for substitution of key personnel shall include the following:

1. an explanation of the circumstances necessitating the proposed change,
2. a complete resume for the proposed substitute, and

3. any other information requested by the Government to validate the proposed substitution is qualified for the position

The request for substitution shall be submitted at least ten (10) working days in advance of making a key personnel change. Such substitutions are subject to approval of the GSA CO.

Proposed substitutes shall have qualifications that are equal to or higher than the qualifications of the person(s) to be replaced.

## 6.9 SECURITY REQUIREMENTS

Offerors must contact the DAU security office to obtain DAU security policies and procedures. Contractor personnel shall comply with all operational security (OPSEC) requirements defined by the DOD and Defense Acquisition University or Ft. Belvoir Security Plans.

All Contractor personnel assigned to the Task Order that will have access to DAU networks and systems must have a "public trust certificate" on file in order to be issued a common access card (CAC) to access the DAU network. Contractor personnel with privileged-level user access to systems must sign a Privileged-level Access Agreement acknowledging responsibilities and conduct.

Contractor personnel assigned to this Task Order must have a favorable National Agency Check (NAC).

Contractor personnel must meet standard DoD and DAU Contractor security requirements for access to DAU network systems. Contractor personnel shall observe DAU automated information system security policies and procedures which DAU obtains from a variety of sources to include the Army, DOD CIO, DISA and JTF-GNO. Some of the guidelines followed are; Army Regulation AR 25-1 "Army Information Technology" ([http://www.apd.army.mil/pdffiles/r25\\_1.pdf](http://www.apd.army.mil/pdffiles/r25_1.pdf)) and listed in the PWS sub-section 7.5.

For any Contractor personnel to work or have access to DAU'S SIPRNET, the appropriate security clearance shall be required also, up to and including SECRET.

There may be a need for a number of the Contractor's personnel to be cleared. DAU will determine the need and format for specific background investigations and provide it to the Contractor in writing.

The Government will evaluate violations of security policy (e.g., password sharing, misuse of personal information, file access violations or browsing files outside the scope of the contract) on a case-by-case basis. The Government will not permit access to DAU systems or data unless pre-approved by DAU security and DAU personnel.

Contractors shall not provide non-authorized access, remove or copy DAU databases or files with Personal Identifiable Information (PII) or other information protected by the Privacy Act) to any contractor owned/operated networks or systems.

The Contractor shall notify the GSA COR and DAU TCOR, within 24 hours, when for reasons of personnel resignation, reassignment, termination, or completion of portions of the contract, Task Order Contractor personnel no longer require access to Government computers.

## 6.10 TRAVEL

It is anticipated that the Contactor will be required to travel to:

1. Defense Acquisition University, Ft. Belvoir, VA
2. Government facilities in the greater Washington, D.C. metropolitan area.
3. Locations within the 48 contiguous states.

**The Not-to-Exceed dollar value established for Travel is \$20,000 for the Base and each option period, thereafter.**

All travel shall be coordinated in writing in advance through the DAU TCOR and must be pre-approved by the DAU TCOR prior to incurring costs. The Contractor shall provide itemized travel costs with appropriate back up information to support travel authorizations and invoicing.

The Government will not reimburse the Contractor for local travel, defined as within 50 miles commute of the ordinary place of performance. Long distance travel within the 48 contiguous U.S. will be reimbursed as outlined below.

The Contractor shall make every effort to travel as efficiently as possible. Air travel shall be accomplished on regularly scheduled commercial flights using the most economical manner consistent with the successful accomplishment of the work. Reimbursement of lodging and incidental expenses shall be limited to the Government per diem rates as stated in the Joint Travel Regulations (JTR) and FAR Part 31.205-36 (Travel Costs). Travel costs shall be reimbursed to the Contractor only to the extent that it is necessary and authorized for performance of the services under this Task Order. Reimbursement for the costs of subsistence and lodging shall be considered to be reasonable and allowable daily charges as compared to the maximum rates set forth in the following:

Joint Travel Regulations Volume 2, DOD Civilian Personnel, Appendix A, prescribed by the Department of Defense for travel in Alaska, Hawaii, The Commonwealth of Puerto Rico, and the territories and possessions of the United States;

Federal Travel Regulations prescribed by the General Services Administration for travel in the contiguous 48 United States;

Standardized Regulations, (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances in Foreign Areas" prescribed by the Department of State, for travel in areas not covered in (a) and (b) above.

Once travel is completed, a travel report confirming costs and travel shall be filed with the monthly status report and referenced when invoiced.

## **6.11 NON-TRAVEL OTHER DIRECT COSTS (ODCs)**

Non-travel Other Direct Costs (ODCs) are anticipated during the performance of this requirement. Since these costs cannot be accurately forecast at this time, they are awarded on a NTE basis and may be partially funded as indicated on the award document.

**The Not-to-Exceed dollar value established for Non-Travel ODCs is \$15,000 for the base and each option period, thereafter.**

It is anticipated that ODC purchases may be needed to procure hardware, software, tools, licenses, maintenance, warranties, or other materials that are an ancillary and necessary to the IT Services under the scope of this requirement. Such Non-travel ODCs shall be integral and necessary to the overall Task Order performance. ODC requirements may be identified during performance by the Government or the Contractor. General-purpose items required for the conduct of the Contractor's normal business operations will not be considered allowable ODCs in the performance of work under this Task Order.

All Non-travel ODC purchase requests must be routed through the DAU TCOR for concurrence and shall be approved by the GSA Contracting Officer (or designated representative) prior to incurring costs.

The Contractor shall provide itemized data to support all ODC purchases with appropriate back up information as part of obtaining purchase approval from the Government. The contractor shall provide evidence of three competitive quotes to support requests for individual ODC purchases valued at more than \$3500, unless a justifiable rationale for a single source procurement is provided. Reimbursement will be made as specified in the Task Order, consistent with the Alliant GWAC. Federal contracting laws and regulations apply to all Contractor open market purchases of materials and equipment under this Task Order. Prices must be determined fair and reasonable from competitive sources and are subject to Government audit. The Contractor shall maintain records documenting competitive sourcing, in strict compliance with the competition requirements set forth in the Federal Acquisition Regulation (FAR), for all material and ODC purchases. The Contractor shall provide copies of all such documentation upon request from the Government to verify that the Contractor complied with the competition requirements set forth in the FAR.

The Contractor shall be reimbursed for actual allowable costs plus the indirect handling rate. The Contractor shall only be allowed to apply indirect rates to ODC costs after award if such application is consistent with their successful price proposal and DCAA recommendations. No profit or fee will be allowed on ODCs. If no indirect handling rate is specified in the proposal, then no indirect rates will be applied or reimbursed on ODCs.

ODCs purchased under this Task Order shall become the property of the Federal Government. If the Contractor acquires hardware/software, maintenance, or licenses contractual rights to receive title shall be turned over to the Government upon completion of the Task Order.

***DAU's normal acquisition process for hardware, software, tools, licenses, maintenance, warranties, or other materials that are ancillary and necessary to the IT Services of this Task Order must be approved, in advance, by the DAU IT office and or the DAU Tech Council. Once approved, a decision will be made to acquire and provide to the contractor as Government Furnished or to permit the contractor to acquire as an ODC under the contract. The Contractor shall not use/load any software or connect to any cloud technology not approved by the DAU IT office on its Government furnished computer. Use of Cloud technology within DoD must be FEDRamp/FEDRamp+ approved by the DoD CIO. If you have DoD CIO approval or Federal approval but not DAU IT approval you must submit documentation to DAU TCOR to request DAU approval.***

## **6.12 CONTRACTOR RESPONSIBILITIES**

The Contractor shall provide personnel, together with the supervision, management and administrative services necessary to successfully meet Government requirements.

One individual on the Contractor staff shall be designated as the Task Order Program Manager, and shall be the Government's technical point of contact for this Task Order. The Contractor Task Order Manager will manage the work of the Contractor project personnel and manage the activities associated with completion of the work of this Task Order. The Task Order Manager shall also work with GSA and DAU to manage risk and facilitate project success.

### **6.12.1 TRAINING**

The Contractor shall provide the necessary fully trained and experienced technical and lead personnel required for performance in support of the Government. Training of Contractor personnel shall be performed by the Contractor at the Contractor's own expense. Training at Government expense will not be authorized for replacement personnel or for the purpose of keeping contractor employees abreast of advances in the state-of-the-art or for training contractor employees on equipment, computer languages, and computer operating systems that are available on the commercial market.

### **6.12.2 LIAISON AND COORDINATION**

The Contractor shall perform coordination with the Government agency requesting the work only as approved by the COR. It is further agreed and understood that any recommendation for a change to this Task Order shall be reported in writing to the GSA COR and CO for review and possible action.

### **6.12.3 CONTRACTOR CONDUCT**

GSA, DAU, or the Contractor may coordinate meetings and travel schedules. The Contractor shall take contractual direction from the GSA Contracting Officer (CO); and receive technical guidance from the GSA COR/DAU TCOR. The GSA Contracting Officer resolves *work and scope* issues and resolves problems pertaining to those issues. All requests received by the Contractor from DAU for work outside the scope of the work described in this Task Order shall be directed to the CO and GSA COR for resolution and not acted upon by the Contractor without direction from the CO.

### **6.12.4 COORDINATION WITH OTHER DAU CONTRACTORS AND AGENCIES**

Portions of the effort of this Task Order will require coordination with and/or dependencies with the work of other DAU personnel within the ALM, Regions, Colleges, or Headquarters, DAU contractors, DoD Components, and Government agencies (i.e., "Associate Contractors"/"Associate Agencies") performing DAU support efforts. The Contractor should expect to come in contact with and coordinate efforts with other DAU contractors. Examples include DAU IT Systems Support, ACC and DAG Migration Support, the Learning Management System Support, FLD's Learning Asset Development, Distance Learning/Continuous Learning support, various SME contractors updating site or tool content.

Examples of these support teams include: Information Technology team, business analysis team, learning assets developers, and community or knowledge management and application development teams. When such contractor-to-associate contract/associate agency interface points arise, the Contractor is expected to establish collaborative, professional relationships with associate staff. Information or deliverables may, at the discretion of the Government, be provided to such other contractor(s) or government associates for the purpose of such collaboration.

If or where the Contractor and an associate contractor/associate agency fail to agree upon action to be taken in connection with their respective responsibilities, each Contractor shall promptly bring the matters to the attention of the GSA Contracting Officer and GSA COR and furnish recommendations for a solution. The Contractor shall not be relieved of its obligations to provide support and make timely deliveries or be entitled to any other adjustment because of a failure to promptly refer matters to the CO or because of failure to implement CO directions. Compliance with this requirement is included in the contract price and shall not be a basis for equitable adjustment.

## **6.13 DATA RIGHTS**

The Government retains unlimited rights to all deliverables/materials (to include editable source files) produced as part of the Task Order, excluding COTS materials. All products developed under the Task Order shall belong solely to the Government. The Government shall have the right to distribute all deliverables under this contract to any person or entity at no cost to the Government or the user. There shall be no license or user fees associated with the deliverables under the Task Order. Products developed under this the Task Order shall not have any commercial license or cost requirements for delivery to other federal, state, and local government customers.

User information supplied to the Contractor for access purposes shall be returned to the Government. Software source code, interfaces, templates, processes, diagrams, tools, intellectual property, object code or other site, application, or system/subsystem documents and information, collectively referred to as "software and information," furnished to the contractor by DAU shall not be used for commercialization or to

market other government contracts (external to DAU) without express written permission by the DAU TCOR and the original developer of the software and information.

The Contractor shall ensure that all information submitted to the Government is accurate and up-to-date. The Contractor shall support a seamless transition, transparent to the users, with no degradation of services.

## 6.14 SOFTWARE AND DATA BACK-UPS

The Contractor shall ensure that all software and data developed for and utilized by contractor staff and DAU in the execution of the PWS tasks is backed up and protected, so that it can be reconstructed in the event of a catastrophic failure event. This does not include third party commercial software, or Contractor business/financial software used in the business of its daily operations, except where required by law or the Contract.

## 7.0 GENERAL REQUIREMENTS

### 7.1 PERIOD OF PERFORMANCE

The base period of performance for this order shall be one (1) year from the date of award with four (4) one-year option periods (Option Years 1-4). Options will be exercised at the discretion of the Government. Optional Tasks A-H may be exercised individually and do not need to be exercised sequentially (e.g. the Government may exercise C but not A, or may exercise H and G but not F).

The period of performance for all PWS tasks, unless otherwise expressly identified, is:

Base Period: 5 June 2017 – 4 June 2018  
 Option Year 1: 5 June 2018 – 4 June 2019  
 Option Year 2: 5 June 2019 – 4 June 2020  
 Option Year 3: 5 June 2020 – 4 June 2021  
 Option Year 4: 5 June 2021 – 4 June 2022

The period of performance for Transition-in is from 06/05/17 - 06/18/17 and is included in the base period of performance. Full performance for the remainder of the Base Year of the mandatory labor CLINS follows the Transition-in period. The estimated period of performance for Transition-Out will begin 30 days prior to the end of the task order.

All dates are estimated, and may be adjusted accordingly if the Government deems necessary.

#### Period of Performance for Optional Tasks:

The estimated periods of performance for the Optional Tasks are shown below. Optional Tasks A – H relate to the MOSS 2007 Upgrade & Integration into the portal environment. Optional Task I relates to migrating KR Assets into DAU.mil SharePoint. The Government expects to exercise Optional Tasks B, C, D, and E at the time of task order award or shortly thereafter.

For all Optional Tasks the anticipated period of performance start and stop dates may be adjusted at the time of award or modification.

Optional Task A: Mod effective date – 18 May 2018 (DAP)  
 Optional Task B: Mod effective date – 31 October 2017 (ACQuipedia)  
 Optional Task C: Mod effective date – 31 October 2017 (AAP)  
 Optional Task D: Mod effective date – 31 October 2017 (GLOSSARY)  
 Optional Task E: Mod effective date – 31 October 2017 (MDID)  
 Optional Task F: Mod effective date – 31 October 2017 (PS Roadmap)

Optional Task G:	Mod effective date – 18 May 2018 (DAU Video Stream)
Optional Task H:	Mod effective date – 31 October 2017 (ACQ P2L2 & Should-cost)
Optional Task I:	Mod effective date – 18 December 2018

## 7.2 EXERCISE OF OPTION PERIODS

In accordance with FAR 52.217-9, Option Periods 1-4 may be exercised unilaterally with a 30-day notice.

Option to Extend the Term of the Contract (Mar 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within **15 days**; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least **30 days** before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 60 months (unless FAR 52.217-8 or 52.237-3 is exercised).

## 7.3 PLACE OF PERFORMANCE

The primary place of performance will be at DAU's Headquarters in Fort Belvoir, Virginia, or at the Contractor's location. The Government only has the ability to accommodate 12-17 FTE on-site at Ft. Belvoir. At a minimum, the Government expects all Key Personnel to be on-site as their primary place of performance, unless otherwise approved in writing by the TCOR. DAU has identified key personnel in the Paragraph 6.8 "Key Personnel" clause for this Task Order. All additional personnel will be expected to telework or work at the Contractor's site.

Address: Defense Acquisition University  
9820 Belvoir Rd.  
Ft. Belvoir, VA 22060

Contractor work hours shall be consistent with Government personnel duty hours, between 7:00 A.M. - 6:00 P.M., Monday through Friday, excluding Federal holidays, unless otherwise coordinated and approved by the DAU TCOR. These hours may be flexed between the core hours from 9:00 A.M. and 3:30 P.M. with prior coordination of the DAU TCOR and the applicable DAU PM that the Contractor personnel are supporting. Access to the DAU IT console room for the Contractor team is Thursdays after 3:00 P.M. for content changes, if necessary, and Fridays after 6:00 P.M. through Saturday or Sunday for system/site changes. With prior coordination of the DAU TCOR and appropriate DAU PM, these scheduled hours may be flexed to accommodate for access to the computer room to avoid the need for overtime.

## 7.4 GOVERNMENT FURNISHED ITEMS (EQUIPMENT AND INFORMATION)/CONTRACTOR ACQUIRED PROPERTY (CAP)

The Government will provide limited office space (a maximum of 17 onsite personnel), office supplies, and computer (currently Dell laptops) and software resources which are standard for Government personnel at DAU offices in Ft. Belvoir, VA. .

The Government will provide lists of existing Learning Assets and available documentation to the Contractor for maintenance projects they need in support of projects associated with this Task Order. The Government will also provide access to DAU information technology personnel and appropriate WLD/PLD personnel to

augment Government-provided information and assist the Contractor with identifying requirements, learning asset conversion, design, and development, and technical implementation efforts. Upon request, all Government furnished items shall be returned to the Government. All equipment or items furnished to the Contractor or acquired by the Contractor during this contract shall be surveyed and a GFE/GFI/CAP list report shall be delivered to the DAU TCOR at 120 days prior to the end of the Task Order, with a final report due NLT 15 days prior to end of the Task Order..

The Contractor has the primary responsibility for exercising reasonable care and control of Government property in its possession, or usage. Responsibility for reasonable care and control of Government property provided under the Task Order in the possession of a subcontractor remains with the prime Contractor. The Contractor may be liable for damages or shortages of Government property when it is disclosed that the property is lost, damaged, or destroyed. Government-furnished property must be used only for the purposes set forth in this Task Order.

DAU will provide the following as GFE/GFI:

- (a) Taxonomy software/categorization tool (access for up to one (1) person)
- (b) Adobe Illustrator, Photoshop (CS6) (2 single licenses)
- (c) Dell Statistica software (1 single license)
- (d) Government CAC-enabled Windows Laptop (includes Power cord, Mouse, Microsoft Office Professional Suite, or as provided standard on DAU Government computers).
- (e) Technical support for government provided workstations and servers supporting DAU faculty, staff, Contractors and its resident student population. Telephonic and email support for government provided desk phones. Associated Tier I Helpdesk support.

## 7.5 APPLICABLE DoD AND DAU REFERENCES

1. DoD Directive 5200.1-R (Information Security Program)  
<http://www.dtic.mil/whs/directives/corres/pdf/520001r.pdf>
2. DoD Directive 5200.2-R (Personnel Security Program)  
<http://www.dtic.mil/whs/directives/corres/html/520002.htm>
3. DoD Directive 8500 Series (DoD Information Assurance (IA) Policy and Implementation
4. CJCSM 6510.01 (Information Assurance (IA) and Computer Network Defense(CND))  
[http://www.dtic.mil/cjcs\\_directives/cdata/unlimit/6510\\_01.pdf](http://www.dtic.mil/cjcs_directives/cdata/unlimit/6510_01.pdf)
5. DoDI 8510.01 (Risk Management Framework (RMF) for DoD Information Technology.  
[http://www.dtic.mil/whs/directives/corres/pdf/851001\\_2014.pdf](http://www.dtic.mil/whs/directives/corres/pdf/851001_2014.pdf)
6. DoDI 8552.01 (Use of Mobile Code Technologies in DoD Information Systems
7. DoDD 5400.11/11-R, Department of Defense Privacy Program
8. Various Security Technical Implementation Guides (STIGS) from DISA, NSA or NIST as appropriate.
9. DAU Software & Hardware Certification, Accreditation and Vulnerability Assessment
10. SECTION 508 INFORMATION: 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.section508.gov>
11. Applicable sections of DAU Directives:
  - a. DIR 201 Manager's Internal Control Program
  - b. DIR 303 Information Systems Security
  - c. DIR 304 Information Systems Usage
  - d. DIR 305 Correspondence Control and Signatory Authority
  - e. DIR 307 Implementation of the Privacy Act of 1974



- f. DIR 314 Property Accountability and Management
- g. DIR 315 Conference Planning and Attendance
- h. DIR 316 DAU Social Media Policy
- i. DIR 407 Standards of Conduct
- j. DIR 410 Schedule Timekeeping and Attendance
- k. DIR 422 Reasonable Accommodation Procedures
- l. DIR 427 DAU Telework
- m. DIR 429 Health and Safety Plan
- n. DIR 601 Security of Classified and Controlled Unclassified Information
- o. DIR 604 Personnel Security Program
- p. DIR 700 LAMP
- q. DIR 701 Learning Program Evaluation
- r. DIR 704 Student Academic and Administrative Policies and Procedures (Dress code)
- s. DIR 720 Copyright Policy
- t. DIR 725 Faculty Performance Development Program
- u. DIR 730 Security and Policy Review of DoD Information Prior to Public Release

**Requirements for a DAU Network Account:**

- a. DD Form 2875 – System Authorization Access Request (SAAR)
- b. DD Form 1172-2 – Application For Department Of Defense Common Access Card

## **7.6 SPECIAL CLAUSES/FEDERAL ACQUISITION REGULATIONS (FAR)/DEFENSE FEDERAL ACQUISITION REGULATION SUPPLEMENT (DFARS)/GSAR CLAUSES**

### ***A. ORGANIZATIONAL CONFLICT OF INTEREST***

The Government has determined the possibility for a potential or actual Organizational Conflict of Interest (OCI) may exist under this Task Order due to the fact that one of the primary purposes of the Task Order is to provide **independent technical judgment in support of the WLD DAU.mil Business Owner and PLD KR Repository owner with DAU.mil IPT collaborations on design, development, testing, operations, verification/validation, and maintenance of sites, learning assets, and prototypes, and to provide business and technical support, which includes feasibility, analysis, and comparative assessments of 3<sup>rd</sup> party and other vendor tools and technologies, generating requirements and specifications for acquisition for the Innovation Learning Center, and DAU IT independent verification or testing of software development deliverables under this Task Order.** As a result, the Contractor is required to disclose any potential OCI issues and propose an acceptable mitigation plan prior to Task Order award. During performance of this Task Order, the following shall provisions shall apply:

- (a) The Contractor warrants that, to the best of the Contractor's knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest, as defined in FAR subpart 9.5, or that the Contractor has disclosed all such relevant information.
- (b) Prior to commencement of any work, the Contractor agrees to notify the Contracting Officer immediately that, to the best of its knowledge and belief, no actual or potential conflict of interest exists or to identify to the Contracting Officer any actual or potential conflict of interest the firm may have. In emergency situations, however, work may begin but notification shall be made within five (5) business days.
- (c) The Contractor agrees that if an actual or potential organizational conflict of interest is identified during performance, the Contractor will immediately make a full disclosure in writing to the Contracting Officer. This disclosure shall include a description of actions which the Contractor has taken or proposes to take, after consultation with the Contracting Officer, to avoid, mitigate, or neutralize the actual or potential conflict

of interest. The Contractor shall continue performance until notified by the Contracting Officer of any contrary action to be taken.

(d) Remedies- GSA may terminate this Task Order for convenience, in whole or in part, if it deems such termination necessary to avoid an organizational conflict of interest. If the Contractor was aware of a potential organizational conflict of interest prior to award or discovered an actual or potential conflict after award and did not disclose it or misrepresented relevant information to the Contracting officer, the Government may terminate the Task Order for default, or pursue such other remedies as may be permitted by law or this Task Order.

## ***B. SECTION 508 COMPLIANCE***

On August 7, 1998, Section 508 of the Rehabilitation Act of 1973 was amended to require that when Federal departments or agencies develop, procure, maintain, or use Electronic and Information Technology, they shall ensure it allows Federal employees with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by other Federal employees. Section 508 required the Architectural and Transportation Barriers Compliance Board (Access Board) to publish standards setting forth a definition of electronic and information technology and the technical and functional criteria for such technology to comply with Section 508. These standards have been developed and were published with an effective date of December 21, 2000. Federal departments and agencies shall develop all Electronic and Information Technology requirements to comply with the standards found in 36 CFR 1194.

The Section 508 standards established by the Architectural and Transportation Barriers Compliance Board (Access Board) are incorporated into, and made part of DAU orders, solicitations and purchase orders developed to procure Electronic and Information Technology (EIT). These standards are found in their entirety at: <http://www.section508.gov> and <http://www.access-board.gov/sec508/standards.htm>. A printed copy of the standards will be supplied upon request. The Contractor shall comply with the technical standards as marked:

☐ § 1194.21 Software applications and operating systems  
☐ § 1194.22 Web-based intranet and internet information and applications  
☐ § 1194.23 Telecommunications products  
☐ § 1194.24 Video and multimedia products  
☐ § 1194.25 Self-contained, closed products  
☐ § 1194.26 Desktop and portable computers

The standards do not require the installation of specific accessibility-related software or the Attachment of an assistive technology device, but merely require that the EIT be compatible with such software and devices so that it can be made accessible if so required by the agency in the future.

DAU Web Accessibility Guidelines provides the DAU specific requirements for Section 508 based on CFR 1194. Contractors shall implement compliance protocols as established by DAU.

All electronic and information technology (EIT) procured through this Task Order shall meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. The Contractor shall provide best practices, and recommendations on automated tools and procedures to support QC in meeting 508 standards.

End Products of software delivered to DAU shall include a Section 508 compliance signoff form. Compliance with Section 508 will be assessed by the DAU Section 508 compliance officer. Assets that do not pass will be rejected. Assets developed under FFP efforts, that are later found to be non-compliant shall be corrected at no cost to the government.

## ***C. FAR 52.237-3 CONTINUITY OF SERVICES (JAN 1991)***

(a) The Contractor recognizes that the services under this contract are vital to the Government and must be continued without interruption and that, upon contract expiration, a successor, either the Government or another contractor, may continue them. The Contractor agrees to --

(1) Furnish phase-in training; and

(2) Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

(b) The Contractor shall, upon the Contracting Officer's written notice,

(1) furnish phase-in, phase-out services for up to 90 days after this contract expires and

(2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required.

The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

(c) The Contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract. The Contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.

(d) The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

(End of clause)

***D. FAR 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)***

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 15 days.

(End of clause)

***E. LIMITATION OF FUNDS - LABOR HOUR/TIME AND MATERIAL CONTRACT***

(a) The parties estimate that performance of this contract will not cost the Government more than the estimated ceiling price specified in the Contractor's accepted proposal. The Contractor agrees to use its best efforts to perform the work specified in the Task Order and all obligations thereunder within the estimated cost.

(b) The Task Order specifies the amount of funds presently available for payment by the Government and allotted to this contract, the items covered, and the period of performance, it is estimated the allotted amount will cover. The parties contemplate that the Government will allot additional funds incrementally to the Task Order up to the full estimated costs to the Government specified in the Task Order. The

Contractors agrees to perform, or have performed, work on the Task Order up to the point at which the total amount paid and payable by the Government under the Task Order approximates but does not exceed the total amount of funds actually allotted by the Government to the Task Order.

(c) The Contractor will notify the Contracting Officer in writing whenever it has reason to believe that the costs it expects to incur in the next 60 calendar days, when added to all costs previously incurred, will exceed 75 percent of the total amount so far allotted to the Task Order by the Government. The notice will state the estimated amount of additional funds required to continue performance for the period specified in the Task Order.

(d) Sixty calendar days before the end of the period specified in the Task Order, the Contractor will notify the Contracting Officer in writing of the estimated amount of additional funds, if any, required to continue timely performance or for any further period specified in the Task Order or otherwise agreed upon, and when funds will be required.

(e) If, after notification, additional funds are not allotted by the end of the period specified in the Task Order or another agreed-upon date, upon the Contractor's written request the Contracting Officer will terminate the Task Order on that date in accordance with the provisions of the Termination clause of this contract. If the Contractor estimates that, the funds available will allow it to continue to discharge its obligations beyond that date, it may specify a later date in its request and the Contracting Officer may terminate this contract on that later date.

(f) Except as required by other provisions of this Task Order, specifically citing and stated to be an exception to this clause –

(1) The Government is not obligated to reimburse the Contractor for costs incurred in excess of the total amount allotted by the Government; and

(2) The Contractor is not obligated to continue performance (including actions under the Termination clause) or otherwise incur costs in excess of the amount then allotted to the Task Order by the Government until the Contracting Officer notifies the Contractor in writing that the amount allotted has been increased and specifies an increased amount, which will then constitute the total amount allotted to the Task Order by the Government.

(g) No notice, communication, or representation in any form other than that specified in subparagraph (f)(2) above, or from any person other than the Contracting Officer, will affect the amount allotted to the Task Order by the Government. In the absence of the specified notice, the Government is not obligated to reimburse the Contractor for any costs in excess of the total amount allotted by the Government to this contract, whether incurred during the course of the contract or as a result of termination.

(h) When and to the extent that the amount allotted by the Government to the contract is increased, any costs the Contractor incurs before the increase that are in excess of the amount previously allotted by the Government will be allowable to the same extent as if incurred afterward, unless the Contracting Officer issues a termination or other notice and directs that the increase is solely to cover termination or other specified expenses.

(i) Change orders will not be considered an authorization to exceed the amount allotted by the Government specified in the Task Order, unless they contain a statement increasing the amount allotted.

(j) Nothing in this clause will affect the right of the Government to terminate this contract. If this contract is terminated, the Government and the Contractor will negotiate an equitable distribution of all property produced or purchased under the contract, based upon the share of costs incurred by each.

The notification required by Paragraph (c). above, shall be made in writing to the Contracting Officer. If, after notification, additional funds are not allotted, and upon written notification from the Contracting Officer the contractor shall deliver to the Contracting Officer all data collected and material produced, in process or acquired, in connection with the performance of the Task Order together with a summary report of its progress and accomplishments to date.

#### ***F. INVOICING***

(1). All invoice data shall be reported by CLINs and shall be further subdivided to lower level PWS tasks and subtasks. The Contractor shall provide invoice supporting data to designated DAU and GSA POCs in a format reviewed and approved by the Government that will permit tracking and reporting of funding consistent with DAU and GSA requirements, potentially including an editable Microsoft Excel spreadsheet using pivot tables. (Refer to the requirements for the Monthly Status and Financial Report (MSFR), Deliverable A2). The Government reserves the right to modify invoicing requirements at its discretion. The Contractor shall comply with any revised invoicing requirements at no additional cost to the Government.

The Period of Performance (POP) for each invoice *shall* be for one calendar month. The contractor *shall* submit only one invoice per month per order/contract. The appropriate GSA office will receive the invoice by the twenty-fifth calendar day of the month after either:

The end of the invoiced month (*for services*) or

The end of the month in which the products (*commodities*) or deliverables (fixed-priced services) were delivered and accepted by the Government.

The contractor *shall submit* all required documentation (unless exempted by the contracting officer) as follows:

#### **Labor Hour/Time and Material CLINs:**

For Labor Hour and Time and Material line items, each invoice *shall* show labor categories, skill levels, the hours worked, the rate per skill level and the extended amount for that invoice period. It *shall* also show the total cumulative hours worked (inclusive of the current invoice period) per individual contractor, labor categories, skill levels, the hourly rate per skill level, the total cost per skill level, *as well as* the grand total of all costs incurred and invoiced.

For Labor Hour and Time and Material line items, each invoice *shall clearly indicate* both the current invoice's monthly "burn rate" and the total average monthly "burn rate".

**For Travel:** Submit the traveler's name, dates of travel, location of travel, itemized costs in accordance with limits set in government travel regulations cited in PWS 6.10, and dollar amount of travel.

**For ODCs:** Submit an itemized breakdown with a description of the ODC, quantity, unit price and total price of each ODC.

**For Contract Access Fee (CAF):** Include a separate line item for the CAF to be billed on a monthly basis at the established rate of  $\frac{3}{4}$  of a percent applied against total monthly billings.

**Note:** The Government reserves the right to audit, thus; the Contractor shall keep on file all backup support documentation for travel and ODCs.

**Note:** For Firm Fixed Price, Labor Hour, and Time and Material fiscal task items:

#### **Charges:**

All invoice charges must be task item specific (only one task item) unless concurrent task item periods of performance exist.

For invoices with concurrent task item periods of performance all invoice charges must be service month specific (that is one service month only).

**Credits:**

If the credit invoice is for the same year of a particular ACT#, the contractor shall include that credit on a subsequent invoice submission against that same ACT#. If the contractor is unwilling to offset a subsequent invoice then they must submit a refund check.

When the credit invoice is for a different year, the contractor shall submit a refund check for that credit invoice.

Invoices that net to a credit balance SHALL NOT be accepted. Instead a refund check must be submitted by the contractor to GSA accordingly. The refund check shall cite the ACT Number and the period to which the credit pertains. The contractor shall provide the credit invoice as backup documentation. Do not attach credit invoice in ITSS or on the Finance website. It must be attached to the refund check. The refund check shall be mailed to:

General Services Administration  
Finance Division  
P.O. Box 71365  
Philadelphia, PA 19176-1365

(2). Posting Acceptance Documents: Invoices shall initially be submitted monthly through GSA's electronic Web-Based Order Processing System, currently ITSS, to allow the client and GSA COR to electronically accept and certify services received by the CR. Included with the invoice will be all backup documentation required such as, but not limited to, travel authorizations and training authorizations (including invoices for such).

(3). Receiving Agency's Acceptance: The receiving agency has the following options in accepting and certifying services:

Electronically: The client agency may accept and certify services electronically via GSA's electronic Web-Based Order Processing System, currently ITSS, by accepting the Acceptance Document generated by the contractor. Electronic acceptance of the invoice by the CR is considered concurrence and acceptance of services. ***NOTE: The Government's preference is that receiving agency's acceptance is conducted electronically.***

**Note:** The acceptance of the authorized agency customer representative is REQUIRED prior to the approval of payment for any invoice submitted. In order to expedite payment, it is *strongly recommended* that the contractor continue to include the receiving agency's WRITTEN acceptance of all the services or products delivered, with signature of the authorized agency customer representative and the date of acceptance, as part of the submission documentation.

**Note:** If any invoice is received without the required documentation and, (A) the customer's signed written acceptance OR (B) the customer's electronic acceptance, the invoice shall be rejected in whole or in part as determined by the Government.

(4). Content of Invoice: The Contractor's invoice shall be submitted monthly for work performed the prior month. The Contractor shall invoice only for the hours, travel and unique services ordered by GSA and

actually used in direct support of the client representative's project. The invoice shall be submitted on official letterhead and shall include the following information at a minimum.

1. GSA Task Order Number
2. Task Order ACT Number
3. Remittance Address
4. Period of Performance for Billing Period
5. Point of Contact and Phone Number
6. Invoice Amount
7. Skill Level Name and Associated Skill Level Number
8. Actual Hours Worked During the Billing Period
9. Travel Itemized by Individual and Trip (if applicable)
10. Training Itemized by Individual and Purpose (if applicable)
11. Support Items Itemized by Specific Item and Amount (if applicable)
12. Invoice data and information consistent with PWS tasks and subtasks.

(5). Final Invoice: Invoices for final payment must be so identified and submitted within 60 calendar days from task completion and no further charges are to be billed. A copy of the written acceptance of task completion must be attached to final invoices. The contractor shall request from GSA an extension for final invoices that may exceed the 60-day time frame.

The Government reserves the right to require certification by a GSA COR before payment is processed, *if necessary*.

(6). Close-out Procedures: The Contractor shall submit a final invoice within sixty (60) calendar days after the end of the Performance Period. After the final invoice has been paid, the Contractor shall furnish a completed and signed Release of Claims (GSA Form 1142) to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

(End of Clause)

#### ***G. PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL***

(a) The Contractor will comply with agency personal identity verification procedures identified in the Task Order that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor will insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally controlled facility or access to a Federal information system.

#### ***H. NON-DISCLOSURE***

All contractor or subcontractor employees working on this Task Order and owners shall execute confidentiality and non-disclosure agreements provided by the government (Employee/Contractor Non-Disclosure Agreement).

#### ***I. Additional Clauses Incorporated by Reference***

(PROVISIONS IN RED FONT)

CLAUSE NO	CLAUSE TITLE	
52.204-9	Personal Identity Verification of Contractor Personnel	(Jan 2011)
52.217-5	Evaluation of Options	(Jul 1990)

52.222-54	Employment Eligibility Verification	(Jan 2009)
52.224-1	Privacy Act Notification	(Apr 1984)
52.224-2	Privacy Act	(Apr 1984)
52.227-14	Rights in Data	(Dec 2007)
52.232-22	Limitation of Funds	(Apr 1984)
52.232-7	Payments Under Time-and-Materials and Labor-Hour Contracts	(Aug 2012)
52.232-18	Availability of Funds (T&M Tasks)	(Apr 1984)
52.232-19	Availability of Funds for the Next Fiscal Year (FFP Tasks)	(Apr 1984)
52.237-3	Continuity of Services	(Jan 1991)
52.239-1	Privacy or Security Safeguards	(Jul 2002)
52.245-1	Government Property	(Aug 2010)
52.246-4	Inspection of Services – Fixed Price	(Aug 1996)
52.246-6	Inspection -- Time-and-Material and Labor-Hour	(May 2001)
9.5	Organizational Conflict of Interest	
<b>DFARS</b>		
252.203-7000	Requirements Relating to Compensation of Former DoD Officials	(Sep 2011)
252.203-7001	Prohibition on Persons Convicted of Fraud or Other Defense-Contract-Related Felonies	(Dec 2008)
252.203-7002	Requirement to Inform Employees of Whistleblower Rights	(Sep 2013)
252.204-7003	Control of Government Personnel Work Product	(Apr 1992)
252.204-7012	Safeguarding Covered Defense Information and Cyber Incident Reporting	(Dec 2015)
252.204-7015	Disclosure of Information to Litigation Support Contractors	(Feb 2014)
252.209-7004	Subcontracting with Firms that are Owned or Controlled by the Government of a Country that is a State Sponsor of Terrorism	(Oct 2015)
252.211-7007	Reporting of Government-Furnished Property	(Aug 2012)
252.219-7003	Small Business Subcontracting Plan (DoD Contracts) (Deviation 2013-O0014)	(Aug 2013)
252.222-7006	Restrictions on the Use of Mandatory Arbitration Agreements	(Dec 2010)
252.225-7012	Preference for Certain Domestic Commodities	(Feb 2013)
252.225-7048	Export-Controlled Items	(Jun 2013)
252.226-7001	Utilization of Indian Organizations, Indian-Owned Economic Enterprises, and Native Hawaiian Small Business Concerns	(Sep 2004)
252.227-7013	Rights in Technical Data--Noncommercial Items	(Feb 2014)
252.227-7014	Rights in Noncommercial Computer Software and Noncommercial Computer Software Documentation	(Feb 2014)
252.227-7016	Rights in Bid or Proposal Information	(Jan 2011)
252.227-7017	Identification and Assertion of Use, Release, or Disclosure Restrictions	(Jan 2011)
252.227-7019	Validation of Asserted Restrictions--Computer Software	(Sep 2011)
252.227-7025	Limitations on the Use or Disclosure of Government-Furnished Information Marked with Restrictive Legends	(May 2013)
252.227-7028	Technical Data or Computer Software Previously Delivered to the Government	(Jun 1995)
252.227-7037	Validation of Restrictive Markings on Technical Data	(Jun 2013)



252.231-7000	Supplemental Cost Principles	(Dec 1991)
252.232-7010	Levies on Contract Payments	(Dec 2006)
252.239-7001	Information Assurance Contractor Training and Certification	(Jan 2008)
252.239-7009	Representation of Use of Cloud Computing	(Sep 2015)
252.239-7010	Cloud Computing Services	(Aug 2015)
252.243-7002	Requests for Equitable Adjustment	(Dec 2012)
252.244-7001	Contractor Purchasing System Administration—Basic	(May 2014)
252.245-7001	Tagging, Labeling, and Marking of Government-Furnished Property	(Apr 2012)
252.245-7002	Reporting Loss of Government Property	(Apr 2012)
252.245-7003	Contractor Property Management System Administration	(Apr 2012)
252.245-7004	Reporting, Reutilization, and Disposal	(Mar 2015)
252.246-7001	Warranty of Data -- Basic	(Mar 2014)
<b>GSAR</b>		
252.209-7991	REPRESENTATION BY CORPORATIONS REGARDING AN UNPAID DELINQUENT TAX LIABILITY OR A FELONY CONVICTION UNDER ANY FEDERAL LAW- FISCAL YEAR 2016 APPROPRIATIONS (DEVIATION 2016-00002)	(OCT 2015)

## 7.7 LIST OF ATTACHMENTS

Attachment Number	Description	Date	Format/ Number of Pages	Incorporated into Task Order?
Attachment A	Current Environment - Legacy Systems (v5.0)	February 2017	6 pages	Yes, Incorporated into Task Order
Attachment B	Current List of Job Support Tools as identified by the ACC migration team (v4.0)	October 2016	Excel Spreadsheet, One (1) Worksheet	Yes, Incorporated into Task Order
Attachment C	Section A Quality Assurance Surveillance Plan (QASP) & Section B Performance Requirements Summary (PRS) (v5.0)	February 2017	34 pages combined total	Yes Section B PRS Incorporated into Task Order; No Section A QASP is not.
Attachment D	Quality Control Plan (QCP)	Incorporated by reference upon TCOR approval	Incorporated by reference upon TCOR approval	Yes, Incorporated into Task Order
Attachment E	Reserved	Reserved	Reserved	Reserved
Attachment F	Program Management Plan	Incorporated by reference upon TCOR approval	Incorporated by reference upon TCOR approval	Yes, Incorporated into Task Order
Attachment G	Risk Management Plan	Incorporated by reference upon TCOR approval	Incorporated by reference upon TCOR approval	Yes, Incorporated into Task Order
Attachment H	Transition Services (Phase-In) Plan	To be proposed with initial proposal for	To be proposed with initial proposal for	Yes, Incorporated into Task Order

		evaluation	evaluation	
Attachment I	Transition Services (Phase-Out) Plan	To be provided as deliverable after TO award	To be provided as deliverable after TO award	Yes, Incorporated into Task Order

(Note: Attachments J.1 through J.10 were provided for information for proposal preparation and were not incorporated into the resulting Task Order).

## 7.8 ACRONYM LIST

A1, A2, A#.... (Deliverable number relating to Paragraph 6.1.1)

Acceptable Quality Level (AQL)

Acquisition Community Connection (ACC)

Acquisition Learning Model (ALM)

Acquisition, Training, and Logistics Workforce (AT&L)

Acquisition, Technology and Logistics Knowledge Management System (AKMS)

Acquisition Workforce Qualification Initiative (AWQI)

Ask a Professor (AAP)

Attachment (Atch)

Backlog and Status Reviews (BSR) (formerly Task Order Status Review)

Board of Visitor (BoV)

Center of Excellence (COE)

Community of Practice (CoP)

Contractor Acquired Property (CAP)

Customer Intimacy (CI)

Customer Relationship Management (CRM)

DAU's DAI Time and Labor System (OTL)

DAU Development, Integration, Test, and Staging site (DITS)

DAU Technical Contracting Officer's Representative (TCOR)

Defense Acquisition Guidebook (DAG)

Defense Acquisition Portal (DAP)

Defense Acquisition University (DAU)

Defense Acquisition Workforce (DAW)

Defense Connection Service (DCS)

Deliverable (Del)

Department of Defense Directive (DoDD)

Department of Defense Instruction (DoDI)

DoD Risk Management Framework (RMF)

Enterprise Performance Review Assessment (EPRA)

Enterprise Support System (ESS)

For Official Use Only (FOUO)

Foundational Learning Directorate (FLD)

Frequently Asked Questions (FAQ)

General Services Administration (GSA)

Government Furnished Equipment/Government Furnished Information (GFE/GFI)

Government Furnished Property (GFP)

GSA Contracting Officer (CO)

GSA Contracting Officer's Representative (COR)

GSA IT Solutions Shop System (ITSS) (<https://portal.fas.gsa.gov/web/guest>)

In accordance with (IAW)

Information Assurance (IA)

Information Technology (IT)

In-Contract Technical Direction Letter (IC-TDL)

In-Progress Reviews (IPRs)

Integrated Product Team (IPT)

Job Support Tools (JSTs)

Knowledge Repository (KR)

Learning Asset Manager (LAM)

Learning Asset Review (LAR)

Management (Mgmt)

Milestone Document Identification (MDID)

Mission Assistance (MA)

Monthly Operating Performance Reviews (MOPRs)

Monthly Status and Financial Report (MSFR)

Office of the Secretary of Defense (OSD)

Office of the DAU President (PRS-Pres)

Operations and Maintenance (O&M)

Organizational Conflict of Interest (OCI)

Other Direct Costs (ODCs)

Out of Box (OOB)

Performance Learning Directorate (PLD)

Performance Requirements Summary (PRS)

Performance Work Statement (PWS)

Problem Notification Report (PNR)

Program Management/Program Manager (PM)

Program Management Plan (PMP)

Quality Assurance Surveillance Plan (QASP)

Quality Control (QC)

Quality Control Plan (QCP)

Risk Management Framework (RMF) (see DoD RMF)

Risk Management Plan (RMP)

SharePoint (SP)

Standard Operating Procedures (SoPs)

Subject Matter Expert (SME)

Surge and Expansion Support (SE -TDL)

Task Order (TO)

Technical Direction Letter (TDL)

Video-on-demand (VoD)

Weekly Activity Report (WAR)

Work Breakdown Structure (WBS)

Workflow Learning Assets (WLAs)

Workflow Learning Asset Development and Systems Support (WLADSS)

Workflow Learning Directorate (WLD)

WLD Innovation Learning Center (ILC)

WLD Learning Support Center (LSC)

WLD Operations and Analytics Center (OAC)

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2. AMENDMENT/MODIFICATION NO. ID03160038 / P O 001		3. EFFECTIVE DATE 09/20/2017	4. REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Sharlene M Dyer CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836		9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: A. Amount Change		
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 06/02/2017 12:00 AM	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  (a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> <b>OTHER (Specify type of modification and authority)</b> <b>FAR 52.232-22 Limitation of Funds</b>				
<b>E. IMPORTANT:</b> Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 09/18/2017		Proposal Dated: 09/18/2017		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2018		Desired Delivery Date:
<b>ITEM NO</b>	<b>TASK ITEM DESCRIPTION</b>	<b>PREVIOUS MOD AMOUNT</b>	<b>MOD CHANGE AMOUNT</b>	<b>NEW MOD AMOUNT</b>

(b) (4)

B. Incremental funding is added to this task order in the amount of (b) (4). The total funded amount of this task order is increased from (b) (4) by (b) (4) to (b) (4) in accordance with FAR clause 52.232-22 entitled "Limitation of Funds".

The funding in the amount of (b) (4) will be applied as follows:

(b) (4)

The contractor is not authorized to exceed this amount unless authorized by the GSA Contracting Officer via subsequent task order modification.

C. All other terms and conditions remain the same.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

**FOR INQUIRIES REGARDING PAYMENT CONTACT:**

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)		
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel  (Signature of person authorized to sign)	16C. DATE SIGNED 09/20/2017
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2. AMENDMENT/MODIFICATION NO. ID03160038 / P O 002		3. EFFECTIVE DATE 02/15/2018	4. REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Sharlene M Dyer CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836		9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: A. Amount Change		
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 09/20/2017 12:00 AM	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  (a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> <b>OTHER (Specify type of modification and authority)</b> <b>52.243-3 -- Changes -- Time-and-Materials or Labor-Hours.</b>				
<b>E. IMPORTANT:</b> Contractor IS required to sign this document and return 1 copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 10/05/2017		Quote Dated: 02/13/2018		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2018		Desired Delivery Date:
<b>ITEM NO</b>	<b>TASK ITEM DESCRIPTION</b>	<b>PREVIOUS MOD AMOUNT</b>	<b>MOD CHANGE AMOUNT</b>	<b>NEW MOD AMOUNT</b>

(b) (4)

Modification 002 accomplishes the following:

A. TDL ILC-SE-18001 (design and planning for the Enterprise Customer Relationship Management system) and TDL-OAC-SE 18-001 (SharePoint and Synaptica Taxonomy Training) are hereby exercised.

B. The contractor's revised proposal dated 01/12/2018, as further revised on 02/08/2018, is accepted. The task order's potential ceiling value is increased **(b) (4)**

C. Incremental funding is provided in the amount of **(b) (4)** for continued task order performance. Total task order funding is increased from



(b) (4). Funding is applied to (b) (4), and to (b) (4) in the amount of (b) (4). The contractor shall not exceed the current funded value of the task order without authorization from the Contracting Officer via subsequent task order modification.

D. The revised PWS dated 01/10/2018 is hereby incorporated into the task order.

E. All other terms and conditions remain in full force and effect.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

**FOR INQUIRIES REGARDING PAYMENT CONTACT:**

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print) Sharlene M Dyer		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857		
15B. CONTRACTOR/OFFEROR Sharlene M Dyer  (Signature of person authorized to sign)	15C. DATE SIGNED 02/15/2018	16B. UNITED STATES OF AMERICA Christine Chaapel  (Signature of person authorized to sign)	16C. DATE SIGNED 02/15/2018	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2. AMENDMENT/MODIFICATION NO. ID03160038 / P A 003		3. EFFECTIVE DATE 02/26/2018	4. REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Sharlene M Dyer CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836		9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: B. Administrative Change (No Funding or POP Date Changes)		
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 02/15/2018 12:00 AM	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  (a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input checked="" type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input type="checkbox"/> OTHER (Specify type of modification and authority) <b>52.243-3 -- Changes -- Time-and-Materials or Labor-Hours.</b>				
<b>E. IMPORTANT:</b> Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 02/22/2018		Proposal Dated: 02/22/2018		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2018		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				
Administrative Modification 003 clarifies the SF30 language in paragraphs B and D on the previous Modification (002) to read as follows:				
A. The contractor's revised proposal dated 01/12/2018, as further revised on 02/08/2018, is accepted. The task order's potential ceiling value is increased [REDACTED] (Reference PWS 4.0, Scope and Objectives)				
B. The revised PWS Version 5.1 dated 01/25/2018 is hereby incorporated into the task order.				
All other terms and conditions remain in full force and effect.				

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

**FOR INQUIRIES REGARDING PAYMENT CONTACT:**

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857		
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel  (Signature of person authorized to sign)	16C. DATE SIGNED 02/26/2018	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescr bed by GSA FAR (48 CFR) 53.243		

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2. AMENDMENT/MODIFICATION NO. ID03160038 / P O 004		3. EFFECTIVE DATE 04/06/2018	4. REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Sharlene M Dyer CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836		9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: A. Amount Change		
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 02/26/2018 12:00 AM	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  (a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> <b>OTHER (Specify type of modification and authority)</b> <b>FAR 52.232-22 "Limitation of Funds"</b>				
<b>E. IMPORTANT:</b> Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 04/03/2018		Proposal Dated: 04/03/2018		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2018		Desired Delivery Date:
<b>ITEM NO</b>	<b>TASK ITEM DESCRIPTION</b>	<b>PREVIOUS MOD AMOUNT</b>	<b>MOD CHANGE AMOUNT</b>	<b>NEW MOD AMOUNT</b>

(b) (4)

As a result of Modification 004:

A. Incremental funding in the amount of (b) (4) is applied to increase the funded value from (b) (4) by (b) (4) in accordance with FAR clause 52.232-22 entitled "Limitation of Funds".

The funding is applied as follows:

(b) (4)

The contractor is not authorized to exceed this amount unless authorized by the GSA Contracting Officer via subsequent task order modification.

B. All other terms and conditions remain the same.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

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For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

FOR INQUIRIES REGARDING PAYMENT CONTACT:  
GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)		
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel  (Signature of person authorized to sign)	16C. DATE SIGNED 04/06/2018
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2. AMENDMENT/MODIFICATION NO. ID03160038 / P O 005		3. EFFECTIVE DATE 06/01/2018	4. REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Sharlene M Dyer CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836		9A. AMENDMENT OF SOLICITATION NO.		
		9B. DATED (SEE ITEM 11)		
CODE		FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: A. Amount Change
				10B. DATED (SEE ITEM 11) 04/06/2018 12:00 AM
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> <b>OTHER (Specify type of modification and authority)</b> <b>52.217-9 -- Option to Extend the Term of the Contract.</b>				
<b>E. IMPORTANT:</b> Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 05/29/2018		Proposal Dated: 05/29/2018		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2019		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				



A. Modification 005 exercises Option Period 1 in the amount of (b) (4) for the period of 06/05/2018-06/04/2019 in accordance with CSRA's price proposal dated 02/08/18. The total exercised ceiling value of the task order is increased from (b) (4).

B. Incremental funding is provided in the amount of (b) (4) for continued performance. The total funded amount of this task order is increased (b) (4) in accordance with FAR clause 52.232-22 entitled "Limitation of Funds". The contractor is not authorized to exceed the funded amount unless authorized by the GSA Contracting Officer via subsequent task order modification.

C. All other terms and conditions remain unchanged.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

**FOR INQUIRIES REGARDING PAYMENT CONTACT:**

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)		
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel (Signature of person authorized to sign)	16C. DATE SIGNED 06/01/2018
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescr bed by GSA FAR (48 CFR) 53.243	

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2. AMENDMENT/MODIFICATION NO. ID03160038 / P O 006		3. EFFECTIVE DATE 06/04/2018	4. REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857			7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Sharlene M Dyer CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: B. Administrative Change (No Funding or POP Date Changes)	
CODE		FACILITY CODE		10B. DATED (SEE ITEM 11) 06/01/2018 12:00 AM
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> <b>OTHER (Specify type of modification and authority)</b> <b>52.243-1 -- Changes</b>				
<b>E. IMPORTANT:</b> Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 06/04/2018		Proposal Dated: 06/04/2018		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2019		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				



As a result of Modification 006:

A. The exercised ceiling is decreased from \$(b) (4).

B. All other terms and conditions remain unchanged.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857		
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel (Signature of person authorized to sign)	16C. DATE SIGNED 07/11/2018	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID03160038 / P O 007		3.EFFECTIVE DATE 09/27/2018	4.REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Sharlene M Dyer CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836		9A. AMENDMENT OF SOLICITATION NO.		
		9B. DATED (SEE ITEM 11)		
CODE		FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: A. Amount Change
				10B. DATED (SEE ITEM 11) 07/11/2018 12:00 AM
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> <b>OTHER (Specify type of modification and authority)</b> <b>52.243-3 -- Changes -- Time-and-Materials or Labor-Hours and DFARS 252.232-7007</b>				
<b>E. IMPORTANT:</b> Contractor IS required to sign this document and return 1 copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED:07/16/2018		Quote Dated:08/21/2018		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2019		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

As a result of Modification 007:

A. The revised PWS dated 08/07/2018 is incorporated into the task order.

B. The contractor's revised proposal dated 08/17/2018 is accepted. The task order's potential ceiling value is increased from (b) (4).

C. Funding is realigned as follows:

CLIN 0002 - T&M Labor - Mandatory and Surge & Expansion is decreased from (b) (4).

CLIN 0CAF- CAF is decreased from (b) (4).

CLIN 1002 - T&M Labor - Mandatory and Surge & Expansion is increased from (b) (4).

D. Additional incremental funding is applied in the amount of (b) (4) in accordance with DFARS clause 252.232-7007 entitled Limitation of Government Obligation.

This funding is applied as follows:

(b) (4)

The total funded amount of the task order is increased from (b) (4). The contractor shall not exceed the currently funded amount without prior authorization from the GSA Contracting Office via subsequent modification.

E. All other terms and conditions remain unchanged.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

**FOR INQUIRIES REGARDING PAYMENT CONTACT:**

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)		
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER(Type or print) John E Steyne-Jr		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857	
15B. CONTRACTOR/OFFEROR John E Steyne-Jr  (Signature of person authorized to sign)	15C. DATE SIGNED 09/27/2018	16B. UNITED STATES OF AMERICA Christine Chaapel  (Signature of person authorized to sign)	16C. DATE SIGNED 09/27/2018
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescr bed by GSA FAR (48 CFR) 53.243	



ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

Modification 008 accomplishes the following:

A. TDL OAC-SE-18002 (migration of FARSite functionality into Acquisition.gov) is hereby exercised.

B. Task Item 1002a is established as a sub-CLIN of T&M Labor Task Item 1002 in order to separately track funding for TDL OAC-SE-18002. Task Item 1002a has an established funded value of (b) (4); however, the contractor shall not exceed the proposed amount of (b) (4) to complete the work on the FARSite TDL. This work will be performed on a T&M basis, and full funding has been provided.

C. The revised PWS v.7 dated 12/19/2018 describing the addition of Administrative Support work (PWS 5.1.2) is hereby incorporated into the task order. This work will be performed on a FFP basis and full funding has been provided.

D. The contractor's revised proposal dated 01/16/2019 is accepted. The ceiling value of Option Year 1 is increased by (b) (4) from (b) (4). The task order's overall total ceiling value has decreased from (b) (4) to (b) (4), this being the net result of adding the (b) (4) to each remaining performance period based on the remaining work necessary for PWS Section 5.6.

E. The currently funded task order amount remains unchanged. The contractor shall not exceed the currently funded amount without prior authorization from the Contracting Officer via subsequent task order modification.

F. All other terms and conditions remain in full force and effect.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

**FOR INQUIRIES REGARDING PAYMENT CONTACT:**  
GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)		

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER(Type or print) Sharlene M Dyer		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857	
15B. CONTRACTOR/OFFEROR Sharlene M Dyer  (Signature of person authorized to sign)	15C. DATE SIGNED 02/06/2019	16B. UNITED STATES OF AMERICA Christine Chaapel  (Signature of person authorized to sign)	16C. DATE SIGNED 02/06/2019
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

[https://was.itss.gsa.gov/rba\\_modernization/xhtml/view/viewForm30Print.seam?id=5009641379&cid=98685](https://was.itss.gsa.gov/rba_modernization/xhtml/view/viewForm30Print.seam?id=5009641379&cid=98685)



ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

As a result of Modification 009:

A. Incremental funding is increased from (b) (4) in accordance with FAR clause 52.232-22 entitled "Limitation of Funds".

The funding is applied as follows:  
(b) (4)

The contractor is not authorized to exceed this amount unless authorized by the GSA Contracting Officer via subsequent task order modification.

B. All other terms and conditions remain the same.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission:  
[Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

FOR INQUIRIES REGARDING PAYMENT CONTACT:  
GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	(b) (4)		

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel  (Signature of person authorized to sign)	16C. DATE SIGNED 04/18/2019
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2. AMENDMENT/MODIFICATION NO. ID03160038 / P O 010		3. EFFECTIVE DATE 05/30/2019	4. REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Sharlene M Dyer CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836		9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: A. Amount Change		
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 04/18/2019 12:00 AM	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  (a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> <b>OTHER (Specify type of modification and authority)</b> <b>52.217-9 -- Option to Extend the Term of the Contract</b>				
<b>E. IMPORTANT:</b> Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 05/01/2019		Proposal Dated: 05/01/2019		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2020		Desired Delivery Date:
<b>ITEM NO</b>	<b>TASK ITEM DESCRIPTION</b>	<b>PREVIOUS MOD AMOUNT</b>	<b>MOD CHANGE AMOUNT</b>	<b>NEW MOD AMOUNT</b>
(b) (4)				



ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

A. Modification 10 exercises Option Period 2 of the task order in the total ceiling amount of \$6,894,639.30 for the period of 06/05/2019 through 06/04/2020, in accordance with CSRA's price proposal dated 01/16/19. The total EXERCISED CEILING amount of the task order is increased from (b) (4)

B. Incremental funding in the amount (b) (4) is applied in accordance with FAR clause 52.232-22 entitled "Limitation of Funds." This amount increases the total FUNDED VALUE of the task order from (b) (4). The contractor shall not exceed this amount unless authorized by the GSA Contracting Officer via subsequent task order modification.

C. All other terms and conditions remain unchanged.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel (Signature of person authorized to sign)	16C. DATE SIGNED 05/30/2019
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

[https://was.itss.gsa.gov/rba\\_modernization/xhtml/view/viewForm30Print.seam?id=5009642434&cid=98740](https://was.itss.gsa.gov/rba_modernization/xhtml/view/viewForm30Print.seam?id=5009642434&cid=98740)

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

Modification 011 is a no-cost administrative action to correct the total exercised task order ceiling amount and to acknowledge the PoP extension for CLIN 1002a to 09/30/2019, as follows:

- A. The total exercised ceiling amount of this task order is increased from (b) (4) .
- B. The period of performance for CLIN 1002a (FARSite Migration) has been extended at no cost from 06/04/2019 to 09/30/2019.
- C. All other terms and conditions remain unchanged.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

FOR INQUIRIES REGARDING PAYMENT CONTACT:  
GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel	16C. DATE SIGNED 06/06/2019	
(Signature of person authorized to sign)		(Signature of person authorized to sign)		
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

[illegible]

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT																		
(b) (4)																						
<p>A. Incremental funding is applied to increase the available funding from (b) (4) in accordance with FAR clause 52.232-22 entitled "Limitation of Funds".</p> <p>The funding in the amount of (b) (4) to CLIN 2002.</p> <p>The contractor is not authorized to exceed the currently funded amount unless authorized by the GSA Contracting Officer via subsequent task order modification.</p> <p>B. All other terms and conditions remain the same.</p> <p>***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: <a href="#">Invoice Submission Instructions</a></p> <p>Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<a href="https://portal.fas.gsa.gov">https://portal.fas.gsa.gov</a>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).</p> <p>For additional assistance contact the ASSIST Helpdesk at 877-472-4877. ***</p> <p>FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support 816-926-7287</p> <table border="1" style="width: 100%;"> <thead> <tr> <th></th> <th>PRIOR AMOUNT</th> <th>NEW AMOUNT</th> <th>INCREASE/DECREASE</th> </tr> </thead> <tbody> <tr> <td><b>Cost To GSA:</b></td> <td>(b) (4)</td> <td></td> <td></td> </tr> </tbody> </table> <p>Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.</p> <table border="1" style="width: 100%;"> <tr> <td colspan="2">15A. NAME AND TITLE OF SIGNER(Type or print)</td> <td colspan="2">16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857</td> </tr> <tr> <td>15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)</td> <td>15C. DATE SIGNED</td> <td>16B. UNITED STATES OF AMERICA Christine Chaapel (Signature of person authorized to sign)</td> <td>16C. DATE SIGNED 08/01/2019</td> </tr> </table> <table border="1" style="width: 100%;"> <tr> <td>NSN 7540-01-152-8070 Previous edition unusable</td> <td style="text-align: right;">STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243</td> </tr> </table>						PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE	<b>Cost To GSA:</b>	(b) (4)			15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857		15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel (Signature of person authorized to sign)	16C. DATE SIGNED 08/01/2019	NSN 7540-01-152-8070 Previous edition unusable	STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243
	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE																			
<b>Cost To GSA:</b>	(b) (4)																					
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857																				
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel (Signature of person authorized to sign)	16C. DATE SIGNED 08/01/2019																			
NSN 7540-01-152-8070 Previous edition unusable	STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243																					

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2. AMENDMENT/MODIFICATION NO. ID03160038 / P O 013		3. EFFECTIVE DATE 09/05/2019	4. REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Cindy D Livers CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836		9A. AMENDMENT OF SOLICITATION NO.		
		9B. DATED (SEE ITEM 11)		
		10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: A. Amount Change		
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 08/01/2019 12:00 AM	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> <b>OTHER (Specify type of modification and authority)</b> <b>52.232-22 Limitation of Funds</b>				
<b>E. IMPORTANT:</b> Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 09/04/2019		Proposal Dated: 09/04/2019		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2020		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				



ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

As a result of Modification 013:

A. Incremental funding is increased from (b) (4) in accordance with FAR clause 52.232-22 entitled "Limitation of Funds".

B. The funding in the amount of (b) (4)

C. The contractor shall not exceed the currently funded amount unless authorized by the GSA Contracting Officer via subsequent task order modification.

D. All other terms and conditions remain the same.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

FOR INQUIRIES REGARDING PAYMENT CONTACT:  
GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)		

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel	16C. DATE SIGNED 09/05/2019
(Signature of person authorized to sign)		(Signature of person authorized to sign)	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

[https://was.itss.gsa.gov/rba\\_modernization/xhtml/view/viewForm30Print.seam?id=5009647242&cid=98911](https://was.itss.gsa.gov/rba_modernization/xhtml/view/viewForm30Print.seam?id=5009647242&cid=98911)



ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

As a result of Modification 014:

A. Incremental funding is increased from (b) (4) in accordance with FAR clause 52.232-22 entitled "Limitation of Funds".

The funding in the amount of (b) (4)

The contractor is not authorized to exceed this amount unless authorized by the GSA Contracting Officer via subsequent task order modification.

B. All other terms and conditions remain the same.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

**FOR INQUIRIES REGARDING PAYMENT CONTACT:**

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel	16C. DATE SIGNED 09/23/2019
(Signature of person authorized to sign)		(Signature of person authorized to sign)	

NSN 7540-01-152-8070 Previous edition unusable	STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243
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[https://was.itss.gsa.gov/rba\\_modernization/xhtml/view/viewForm30Print.seam?id=5009647427&cid=98977](https://was.itss.gsa.gov/rba_modernization/xhtml/view/viewForm30Print.seam?id=5009647427&cid=98977)

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
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(b) (4)

A. The purpose of modification 15 is to realign excess funding from Option Year 1 into Option Year 2, as follows:

From:

(b) (4)

To:

(b) (4)

As a result, funding for Option Year 1 is decreased from (b) (4). Funding for Option Year 2 is increased (b) (4). Overall funding remains the same.

B. All other terms and conditions remain in full force and effect.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel	16C. DATE SIGNED 09/25/2019	
(Signature of person authorized to sign)		(Signature of person authorized to sign)		
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2. AMENDMENT/MODIFICATION NO. ID03160038 / P O 016		3. EFFECTIVE DATE 10/22/2019	4. REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Cindy D Livers CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836		9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: B. Administrative Change (No Funding or POP Date Changes)		
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 09/25/2019 12:00 AM	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> <b>OTHER (Specify type of modification and authority)</b> 52.212-4 Contract Terms and Conditions-Commercial Items (c) Changes				
<b>E. IMPORTANT:</b> Contractor IS required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED:10/22/2019		Proposal Dated:10/22/2019		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2020		Desired Delivery Date:
<b>ITEM NO</b>	<b>TASK ITEM DESCRIPTION</b>	<b>PREVIOUS MOD AMOUNT</b>	<b>MOD CHANGE AMOUNT</b>	<b>NEW MOD AMOUNT</b>

(b) (4)

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

A. The purpose of this Modification 16 is to update Section J of the PWS of contract GSQ0317DS0036 to include FAR 52.204-25 Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (Aug 2019).

B. This is an administrative modification and is at no cost to the Government.

C. All other terms and conditions remain unchanged and in full force and effect.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

**FOR INQUIRIES REGARDING PAYMENT CONTACT:**

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print) Yasmine Bouanan		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857		
15B. CONTRACTOR/OFFEROR Yasmine Bouanan  (Signature of person authorized to sign)	15C. DATE SIGNED 10/31/2019	16B. UNITED STATES OF AMERICA Christine Chaapel  (Signature of person authorized to sign)	16C. DATE SIGNED 10/31/2019	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

[https://was.itss.gsa.gov/rba\\_modernization/xhtml/view/viewForm30Print.seam?id=5009654121&cid=99129](https://was.itss.gsa.gov/rba_modernization/xhtml/view/viewForm30Print.seam?id=5009654121&cid=99129)



ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

A. As a result of Modification 17 funding is realigned as follows:

Funding for (b) (4).

Funding for (b) (4).  
Total task order funding is increased from (b) (4). Overall funding remains the same.

B. All other contract terms and conditions remain in full force and effect.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

FOR INQUIRIES REGARDING PAYMENT CONTACT:  
GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)		

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Christine Chaapel (215) 446-5857	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel	16C. DATE SIGNED 05/04/2020
(Signature of person authorized to sign)		(Signature of person authorized to sign)	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

[https://was.itss.gsa.gov/rba\\_modernization/xhtml/view/viewForm30Print.seam?id=5009655060&cid=99157](https://was.itss.gsa.gov/rba_modernization/xhtml/view/viewForm30Print.seam?id=5009655060&cid=99157)



ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

A. Modification 18 exercises Option Period 3 of the task order in the total ceiling amount of (b) (4) for the period of 06/05/2020 through 06/04/2021, in accordance with CSRA's price proposal dated 02/04/19.

B. Modification 018 exercises the following CLINs:

(b) (4)

C. Modification 018 provides incremental funding in the amount of (b) (4) in accordance with FAR clause 52.232-22 entitled "Limitation of Funds." This amount increases the total FUNDED VALUE of the task order from (b) (4). The contractor shall not exceed this amount unless authorized by the GSA Contracting Officer via subsequent task order modification.

The funding in the amount of (b) (4) is applied as follows:

(b) (4)

D. The total EXERCISED CEILING value is increased by (b) (4), the ceiling value of Option 3.

E. All other terms and conditions remain unchanged.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

FOR INQUIRIES REGARDING PAYMENT CONTACT:  
GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel	16C. DATE SIGNED 05/28/2020	
(Signature of person authorized to sign)		(Signature of person authorized to sign)		
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2. AMENDMENT/MODIFICATION NO. ID03160038 / P O 019		3. EFFECTIVE DATE 09/02/2020	4. REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Cindy D Livers CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836		9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: E. Amount + Admin Change		
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 05/28/2020 12:00 AM	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> <b>OTHER (Specify type of modification and authority)</b> <b>FAR 52.232-22 Limitation of Funds</b>				
<b>E. IMPORTANT:</b> Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 09/01/2020		Proposal Dated: 09/01/2020		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2021		Desired Delivery Date:
<b>ITEM NO</b>	<b>TASK ITEM DESCRIPTION</b>	<b>PREVIOUS MOD AMOUNT</b>	<b>MOD CHANGE AMOUNT</b>	<b>NEW MOD AMOUNT</b>

(b) (4)

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

The purpose of modification 19 is as follows:

A. Deobligate and return unused/unexpired funding in the amount of \$1,146,866.38 and obligate new funding in the amount of (b) (4) as follows:

Funding for (b) (4)

Funding for (b) (4)

Funding for (b) (4)

B. As a result of modification 19, total funding is decreased from (b) (4).

C. All other contract terms and conditions remain in full force and effect.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

FOR INQUIRIES REGARDING PAYMENT CONTACT:  
GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel	16C. DATE SIGNED 09/02/2020	
(Signature of person authorized to sign)		(Signature of person authorized to sign)		
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE 1 OF 1 PAGE(S)
2. AMENDMENT/MODIFICATION NO. ID03160038 / P O 020		3. EFFECTIVE DATE 09/28/2020	4. REQUISITION/PURCHASE REQ. NO. A21294264	5. PROJECT NO. (if applicable)
6. ISSUED BY GSA Region 3 Christine Chaapel 100 S Independence Mall West Philadelphia, PA 19106-0000 United States (215) 446-5857		7. ADMINISTERED BY (If other than Item 6) Christine Chaapel (215) 446-5857		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Cindy D Livers CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH, VA 22042-4516 United States 619-225-2836		9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0025 / GSQ0317DS0036 TYPE OF MODIFICATION: E. Amount + Admin Change		
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 09/02/2020 12:00 AM	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required) 285F.Q03FA000.AA20.25.AF151.H08...				
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> <b>OTHER (Specify type of modification and authority)</b> <b>FAR 52.232-22 Limitation of Funds</b>				
<b>E. IMPORTANT:</b> Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 09/09/2020		Quote Dated: 09/15/2020		Order ID: ID03160038
PERFORMANCE PERIOD FROM: 06/05/2017		PERFORMANCE PERIOD TO: 06/04/2021		Desired Delivery Date:
<b>ITEM NO</b>	<b>TASK ITEM DESCRIPTION</b>	<b>PREVIOUS MOD AMOUNT</b>	<b>MOD CHANGE AMOUNT</b>	<b>NEW MOD AMOUNT</b>

(b) (4)

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
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(b) (4)

Modification 020 accomplishes the following:

A. TDL OAC-SE-20-001 (Instructional System Design Support) is hereby exercised.

B. The revised PWS dated 09/09/2020 describing the addition of (b) (4) is hereby incorporated into the task order. This work will be performed on a T&M basis.

D. The contractor's revised proposal dated 09/15/2020 is accepted. The task order's potential ceiling value remains as (b) (4).

E. Total task order funding is increased from (b) (4).

F. Incremental funding is provided in the amount of (b) (4). The contractor shall not exceed the currently funded amount without prior authorization from the Contracting Officer via subsequent task order modification.

F. All other terms and conditions remain in full force and effect.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

FOR INQUIRIES REGARDING PAYMENT CONTACT:  
GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Christine Chaapel	16C. DATE SIGNED 09/28/2020	
(Signature of person authorized to sign)		(Signature of person authorized to sign)		
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ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
(b) (4)				

Modification 021 accomplishes the following:

A. TDL OAC-SE-20-002 for the (b) (4) is hereby exercised under CLIN 3002.

B. The contractor's revised proposal dated 12/16/2020 is accepted.

C. Total task order funding remains unchanged at (b) (4). The task order's potential ceiling value remains unchanged at (b) (4). The contractor shall not exceed the currently funded amount without prior approval from the GSA Contracting Officer via subsequent modification.

D. All other terms and conditions remain in full force and effect.

\*\*\*Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877. \*\*\*

**FOR INQUIRIES REGARDING PAYMENT CONTACT:**

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
<b>Cost To GSA:</b>	(b) (4)			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print) Lauren Neubauer		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christine Chaapel (215) 446-5857		
15B. CONTRACTOR/OFFEROR Lauren Neubauer	15C. DATE SIGNED 01/26/2021	16B. UNITED STATES OF AMERICA Christine Chaapel	16C. DATE SIGNED 01/26/2021	
(Signature of person authorized to sign)		(Signature of person authorized to sign)		
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		